



Universal Service Monitoring Report

CC Docket No. 96-45
WC Docket No. 02-6
WC Docket No. 02-60
WC Docket No. 06-122
WC Docket No. 10-90
WC Docket No. 11-42
WC Docket No. 13-184
WC Docket No. 14-58

2020

(Data Received Through September 2020)

Prepared by Federal and State Staff for the
Federal-State Joint Board on Universal Service

This report is available for reference in the FCC's Reference Information Center, Courtyard Level, 45 L Street, NE, Washington, DC 20554. Copies may be purchased by contacting Best Copy and Printing, Inc., 45 L Street, NE, Washington, DC 20554, telephone (800) 378-3160, or via their website at www.bcpweb.com. The report can also be downloaded from the FCC's Federal-State Joint Board Monitoring Reports website at <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>.

Table of Contents

Introduction and Summary	5
2020 Monitoring Report Supplementary Material	7
Section 1 – Revenues and Contributions	8
Section 2 – Lifeline (Low Income).....	27
Section 3 – Connect America Fund (High Cost) Program.....	38
Section 4 – E-Rate (Schools and Libraries).....	47
Section 5 – Rural Health Care	51
Section 6 – Subscribership (Voice and Internet)	54
Section 7 – Price Indices	75

Report Tables

Table 1.1 – Filer Revenues by Service Type: 2010 – 2019	9
Table 1.2 – Filer Revenues, ¹ Wholesale vs. Retail: 2010 – 2019	11
Table 1.3 – 2019 Filer Revenues by Service Type: Top 10 Affiliated Entities vs. Other Companies.....	13
Table 1.4 – Telecommunications Revenue Reported on FCC Form 499-Q: 2018 – 2020	15
Table 1.5 – USF Contribution Base by Year ¹ : 2010 – 2019	17
Table 1.6 – Universal Service Fund Contribution Factor ¹	19
Table 1.7 – Billed Interstate and International Retail Communications Revenues by Top 10 Affiliated Entities vs. Other Companies: 2010 – First Half 2020 ¹	20
Table 1.8 – End User Telecommunications Revenue by State: 2018	21
Table 1.9 – Universal Service Support Mechanisms by State: 2019	22
Table 1.10 – Universal Service Disbursements 2001 – 2019	24
Table 1.11 – Universal Service Program Requirements and Contribution Factors for 2020.....	25
Table 2.1 – Lifeline Subscribers and Link up Beneficiaries	28
Table 2.2 – Low Income Claims.....	29
Table 2.3 – Low Income Claims by State: 2019.....	30
Table 2.4 - Low-Income Claims Received by ILECs and Competitive ETCs.....	32
Table 2.5 – Low-Income Claims by Program and by Affiliated Entities: 2019	33
Table 2.6 – Total Monthly Lifeline Subscribers Since January 2015.....	34
Table 2.7 – Lifeline De-Enrollments or Scheduled De-Enrollments Recertification by State in 2019	35
Table 2.8 – Low-Income Subscribers by State in 2019 by Facilities Type of Carrier	36
Table 2.9 – Lifeline Subscribers by Type of Service: March 2020	37
Table 3.1 – High-Cost Support Fund Claim History	40
Table 3.2 – High-Cost Support Fund Claim History – Rate of Return.....	41
Table 3.3 – High-Cost Support Fund Claim History – Price Cap.....	42
Table 3.4 – High-Cost Support Fund Claim History – Competitive Eligible Telecommunications Carriers	43
Table 3.5 – High-Cost Support Fund Claims – States: 2019	44
Table 3.6 – Annual High-Cost Fund Support Claims – Affiliates: 2016 – 2019.....	45
Table 3.7 – High-Cost Support Fund Claims – Affiliates: 2019.....	46
Table 4.1 – Schools and Libraries Funding Commitments and Disbursements by Applicant Type and Year	48
Table 4.2 – Schools and Libraries Funding Commitments and Disbursements from Program Inception through June 30, 2020 by State and Applicant Type	50
Table 5.1 – Rural Health Care Funding Commitments and Disbursements by Program and Year	52
Table 5.2 – Rural Health Care Funding Commitments and Disbursements from Program Inception.....	53
Table 6.1 – Household Voice Subscribership in the United States, 1983 – 2020.....	56
Table 6.2 – Household Voice Subscribership by Income, 1997 – 2020	57

Table 6.3 – Nominal Dollar Equivalents by Year.....	58
Table 6.4 – Historical Voice Penetration Estimates	59
Table 6.5 – Voice Subscribership by Selected Demographic Characteristics	60
Table 6.6 – Voice Subscribership by State, 2013 – 2019	61
Table 6.7 – Voice Penetration by State, Selected Years.....	62
Table 6.8 – Household Voice Penetration by State and Income, 2019.....	63
Table 6.9 – Internet Use by Selected Characteristics, 2019.....	64
Table 6.10 – High-Speed Internet Penetration for Households by State, 2015 – 2019 ¹	65
Table 6.11 – Residential Fixed Connections per Household by Speed Tier – December 31, 2019.....	66
Table 6.12 – Telephone Service, Internet Access, Telephone Expenses, and Internet Expenses in Low-Income Households, 2019	68
Table 6.13 – Switched Access Lines and Interconnected VoIP Subscribers for ILECs	69
Table 6.14 – Fixed Connections for ILECs	70
Table 6.15 – Fixed Deployments for ILECs.....	71
Table 6.16 – Overview of Broadband Deployment by High-Cost Support Mechanism	72
Table 6.17 – High Cost Supported Broadband Deployment by State.....	73
Table 7.1 – Long-Term Changes for Various Price Indices	76
Table 7.2 – Annual Changes in CPI Telephone Services and all Items Indices	77
Table 7.3 – Monthly Consumer Price Indices	78

Universal Service Monitoring Report

2020



Introduction and Summary

This is the twenty-third report in a series prepared by federal and state staff members for the Federal-State-Joint Board on Universal Service (Universal Service Joint Board).¹ Unless otherwise noted, this report is generally based on information available to us as of September 2020. This report is focused on monitoring the impact of various universal service support mechanisms and the method used to finance them. This report is part of a monitoring program created by the Federal Communications Commission in 1997.²

The *Monitoring Report* incorporates data from several sources, including the National Exchange Carrier Association (NECA) and the Universal Service Administrative Company (USAC). USAC collects information from both contributors to, and beneficiaries of, the Universal Service Fund, including incumbent local exchange carriers (ILECs), competitive eligible telecommunications carriers (competitive ETCs), schools, libraries, and health care providers. NECA, at the direction of the Commission, provides information to USAC used to administer certain aspects of the high-cost program.

Section 1 of the report provides an update on industry revenues, universal service program funding requirements, and contribution factors. Sections 2 through 5 provide the latest data on the low-income, high-cost, schools and libraries, and rural health care support mechanisms. Section 6 presents recent Census and Bureau of Labor Statistics data on voice telephony subscribership and expenses taken from the Current Population Survey, the American Community Survey and the Consumer Expenditure Survey as well as data on telephone subscribership by income by state. It also includes data on residential Internet subscribership and expenses. Section 7 includes updated Consumer Price Index data.

This entire report is available electronically in page image (.pdf) format through the FCC's Federal-State Joint Board Monitoring Reports website, located at <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>. The tables of the report are also available separately as spreadsheet files in a single compressed (.zip) format file at this site. The *Monitoring Report* is published once a year. Information received well in advance of the next *Monitoring Report* will be made available on an interim basis in separate staff reports or in raw data files (such as most NECA filings used in the *Monitoring Report*) on the Office of Economics and Analytics Statistical Reports Internet site.

Supplementary material is available in a single compressed (.zip) format file at <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>. The contents of this file are provided at the end of this introduction.

¹ The last report was released in February 2020. *Universal Service Monitoring Report*, 2019, CC Docket No. 96-45 et al. (Data Received Through September 2019) available at <https://www.fcc.gov/general/federal-state-joint-board-monitoring-reports>.

² In 1997, the Commission adopted rules to implement section 254 largely based on the recommendations of the Universal Service Joint Board and delegated to the Common Carrier Bureau (the predecessor to the Wireline Competition Bureau), in consultation with the state staff, the creation of a new monitoring program to replace a similar program in CC Docket No. 87-339 that previously resulted in a series of nineteen *Monitoring Reports*. *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, 12 FCC Rcd 8776, 9218, para. 869 (1997) (*Universal Service First Report and Order*). See 47 C.F.R. § 54.702(i).

We continue to look for ways to present universal service data in a way that is useful for the public. In section 2, we have provided additional information on the Lifeline program. Table 2.6 now includes data on the share of Lifeline subscribers using wireless technology. We have also added Table 2.8 which breaks out Lifeline subscribers by whether they are voice only, broadband only, or bundle subscribers and Supplemental Table 2.5 which further breaks this out between technology. Last year we added a new chart in Section 6 showing nationwide deployment information requested by the Joint Board. This year we are adding a supplemental table presenting deployment data at the state level.

We invite questions or comments on this report via email at OEA-IADreports@fcc.gov with subject: December 2020 Monitoring Report.

2020 Monitoring Report Supplementary Material

This list shows the folders (underlined> and filenames contained in the 2020 Monitoring Report Supplementary Material zip file available at <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>.

Revenues and Contributions	S.1.1. Detailed Telecommunications Revenue - 2019
	S.1.2. Revenue Details - Historical
	S.1.3. Estimating End-User Revenue by State - 2018 Technical Appendix
	S.1.4. Estimating End-User Revenue by State - 2018 Tables
	S.1.5. Contribution Base Revenues by Program
Low Income	S.2.1. LI Support - by State
	S.2.2. LI Support - by Study Area
	S.2.3. LI Subscribers and Beneficiaries - by State
	S.2.4. ETCs Receiving Lifeline Support - 2019
	S.2.5. Lifeline Subscribers by Service Type, State and Technology
High Cost	<u>Claims</u>
	S.3.1. HC Claims - by State
	S.3.2. HC Claims - by Study Area
	S.3.3. HC RoR Claims per Line - by Study Area
	S.3.4. HC Support Study Areas – 2019
	S.3.5. HC Reductions due to Cap on Per-Line Support - by Study Area
	<u>Disbursements</u>
	S.3.6. HC Disbursements - by State
	S.3.7. HC Disbursements - by Study Area
	S.3.8. HC Performance Default Penalty
Schools and Libraries	S.4.1. SL Funds - by Service Type, State, and Funding Year
	S.4.2. SL Cumulative Funds - by Service Type and State
	S.4.3. SL Disbursements - by Service Provider Type
	S.4.4. SL Funds per Student - by State
	S.4.5. SL Funds - by Applicant Type, State, and Funding Year
Rural Health Care	S.5.1. RHC Funds - by State, Program, and Year
	S.5.2. RHC Disbursements - by Speed, Year, and State
	S.5.3. RHC Disbursements - by Speed, Year, and HCP Type
	S.5.4. RHC Disbursements per Person - by State
	S.5.5. RHC Funds - by HCP Type, Program, and Year
Subscribership and Minutes of Use	S.6.1. Broadband Subscribership by County, Congressional District & State
	S.6.2. ILEC Interstate Switched Access Minutes of Use - by Study Area
	S.6.3. ILEC Interstate Switched Access Minutes of Use - by Tier
	S.6.4. ILEC Interstate Switched Access Minutes of Use - by State
	S.6.5. High-Cost Supported Broadband Deployment by SAC and Year
	S.6.6. High-Cost Supported Broadband Obligation & Deployment by SAC
	S.6.7. Fine Detail Obligation and Deployment for AK Plan



Section 1 – Revenues and Contributions

In response to the Telecommunications Act of 1996, the Commission established universal service mechanisms to help ensure that all Americans have access to affordable telecommunications service. Congress mandated that these programs be supported by contributions from every telecommunications carrier that provides interstate telecommunications, and other providers of telecommunications services if the Commission finds contributions from such providers to be in the public interest. The tables in this section provide an overview of the revenues of the U.S. telecommunications industry and the associated contributions to the universal service support mechanisms. The tables are based on information filed with the Commission in FCC Forms 499-A and 499-Q. To the extent that certain telecommunications industry revenues are not subject to contributions, such revenues may not be fully captured in these tables.

Additional revenue collection information support universal service can be found at the Commission's website <http://www.fcc.gov/encyclopedia/contribution-methodology-administrative-filings> and on USAC's website at <http://www.usac.org>. Please note that that the information provided in this report is based upon Commission rules in effect in 2019.

Table 1.1 – Filer Revenues by Service Type: 2010 – 2019
(in Millions of Dollars)

		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Local Service and Payphone Revenues	Local Exchange ¹	\$43,878	\$38,987	\$35,298	\$32,922	\$30,537	\$28,410	\$25,900	\$23,208	\$20,771	\$18,806
	Pay Telephone ²	197	136	368	359	322	286	271	269	265	280
	Local Private Line ³	26,809	28,243	29,072	29,632	31,222	32,191	30,472	30,272	26,906	25,560
	VoIP Local ⁴	8,234	8,110	8,990	10,103	11,136	11,968	14,398	14,428	14,503	14,355
	Other Local ⁵	3,032	3,145	2,462	1,746	1,450	1,493	1,510	1,749	1,710	1,265
	Federal and State USF Support ⁶	4,880	5,620	6,282	5,991	5,786	6,137	6,016	5,904	5,994	6,422
	Subscriber Line Charges ⁷	7,481	6,703	6,195	5,968	5,511	5,175	4,787	4,431	4,049	3,700
	Access ⁸	8,336	7,368	6,787	6,384	5,006	4,836	3,809	3,312	2,850	2,575
Total Local Service and Payphone Revenues	102,847	98,313	95,455	93,105	90,969	90,495	87,162	83,572	77,048	72,964	
Mobile Revenues	Total Mobile Service Revenues ⁹	111,643	107,392	105,147	98,160	86,996	75,262	65,636	56,952	52,890	39,631
Toll Service Revenues	Operator ¹⁰	3,585	3,162	3,373	3,064	2,699	2,351	1,876	1,844	1,810	1,711
	VoIP Toll ¹¹	1,943	4,250	4,693	4,999	5,139	5,238	3,447	3,768	3,925	3,518
	Non-Operator Switched Toll ¹²	25,189	23,307	20,718	18,346	17,354	16,261	14,850	11,841	11,068	9,913
	Long Distance Private Line ¹³	14,344	11,443	12,221	12,542	12,293	12,778	13,353	13,316	12,850	11,991
	Other Long Distance ¹⁴	4,945	4,186	5,155	3,886	3,965	3,050	2,816	3,306	2,233	2,273
Total Toll Service Revenues	50,006	46,347	46,159	42,837	41,450	39,678	36,342	34,075	31,885	29,405	
Total Local, Mobile, and Toll Revenues	264,496	252,052	246,761	234,102	219,416	205,436	189,141	174,599	161,824	142,000	
Universal Service Surcharges ¹⁵	8,662	8,986	9,964	8,986	9,083	9,041	9,135	8,319	8,438	8,447	
Total Telecommunications Revenues ¹⁶	273,158	261,038	256,725	243,088	228,499	214,477	198,276	182,918	170,262	150,447	
Total Non-Telecommunications Revenues ¹⁷	173,228	214,538	219,548	251,892	268,804	301,121	311,404	321,597	337,212	361,245	
Total Reported Revenues	\$446,386	\$475,576	\$476,272	\$494,981	\$497,303	\$515,598	\$509,679	\$504,516	\$507,474	\$511,692	

¹ Dollar amounts are calculated using the sum of Lines 303.1a, 303.2a, 404.1a, 404.2a, and 404.3a from Form 499-A.

² Dollar amounts are calculated using the sum of Lines 306a and 407a from Form 499-A.

³ Dollar amounts are calculated using the sum of Lines 305.1a, 305.2a, and 406a from Form 499-A.

⁴ Dollar amounts are calculated using the sum of Lines 404.4a and 404.5a from Form 499-A.

⁵ Dollar amounts are calculated using the sum of Lines 307a and 408a from Form 499-A.

⁶ Dollar amounts are calculated using Line 308a from Form 499-A.

⁷ Dollar amounts are calculated using Line 405a from Form 499-A. As of 2012, includes Access Recovery Charge (ARC).

⁸ Dollar amounts are calculated using the sum of Lines 304.1a and 304.2a from Form 499-A.

⁹ Dollar amounts are calculated using the sum of Lines 309a, 409a, and 410a from Form 499-A.

¹⁰ Dollar amounts are calculated using the sum of Lines 310a, 411a, 412a, and 413a from Form 499-A.

¹¹ Dollar amounts are calculated using Line 414.2a from Form 499-A.

¹² Dollar amounts are calculated using the sum of Lines 311a and 414.1a from Form 499-A.

¹³ Dollar amounts are calculated using the sum of Lines 312a and 415a from Form 499-A.

¹⁴ Dollar amounts are calculated using the sum of Lines 313a, 314a, 416a, and 417a from Form 499-A.

¹⁵ Dollar amounts are calculated using Line 403a from Form 499-A. The surcharge figure indicates only surcharges that have been explicitly reported as such in Form 499-A and does not account for implicit surcharge revenues where carriers collect the surcharge through higher prices.

¹⁶ Subtotal includes surcharge.

¹⁷ Dollar amounts are calculated using Line 418a from Form 499-A.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-A for 2019 based on filings as of September 28, 2020.

Table 1.2 – Filer Revenues,¹ Wholesale vs. Retail: 2010 – 2019
(in Millions of Dollars)

		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Wholesale (Carrier's Carrier) Telecommunications Revenues²	Local Service ^{3,4}	\$37,955	\$39,807	\$39,843	\$39,101	\$37,983	\$38,976	\$36,180	\$35,501	\$32,701	\$31,224
	Mobile Service ⁵	5,006	5,512	5,570	5,384	5,339	5,025	4,601	3,463	3,403	3,564
	Toll Service ⁶	15,549	11,921	11,722	10,911	10,485	9,955	9,714	8,519	7,775	6,899
	Total Wholesale Revenues	\$58,510	\$57,239	\$57,135	\$55,396	\$53,807	\$53,955	\$50,496	\$47,484	\$43,879	\$41,687
	Intrastate ⁷	22,484	20,379	18,895	17,236	16,174	15,775	13,749	13,095	11,737	11,481
	Interstate and International ^{8,9}	36,026	36,861	38,240	38,160	37,633	38,180	36,747	34,389	32,142	30,206
	Percentage Interstate/International	62 %	64 %	67 %	69 %	70 %	71 %	73 %	72 %	73 %	72 %
Retail (End User) Telecommunications Revenues	Local Service ^{3,10}	\$64,892	\$58,506	\$55,612	\$54,004	\$52,986	\$51,519	\$50,982	\$48,071	\$44,347	\$41,740
	Mobile Service ¹¹	106,637	101,881	99,577	92,776	81,657	70,238	61,035	53,489	49,487	36,067
	Toll Service ¹²	34,457	34,426	34,438	31,927	30,966	29,723	26,628	25,556	24,110	22,506
	Universal Service Surcharges ¹³	8,662	8,986	9,964	8,986	9,083	9,041	9,135	8,319	8,438	8,447
	Total Retail Revenues	\$214,648	\$203,798	\$199,590	\$187,693	\$174,692	\$160,522	\$147,780	\$135,435	\$126,383	\$108,760
	Intrastate ¹⁴	142,355	133,475	129,468	119,294	107,847	96,592	87,598	79,702	73,284	61,296
	Interstate and International ^{1,8,15}	72,293	70,323	70,122	68,399	66,846	63,930	60,181	55,733	53,098	47,464
Percentage Interstate/International	34 %	35 %	35 %	36 %	38 %	40 %	41 %	41 %	42 %	44 %	
Total Telecommunications Revenues (Wholesale + Retail)	Local Service ³	\$102,847	\$98,313	\$95,455	\$93,105	\$90,969	\$90,495	\$87,162	\$83,572	\$77,048	\$72,964
	Mobile Service	111,643	107,392	105,147	98,160	86,996	75,262	65,636	56,952	52,890	39,631
	Toll Service	50,006	46,347	46,159	42,837	41,450	39,678	36,342	34,075	31,885	29,405
	Universal Service Surcharges ¹³	8,662	8,986	9,964	8,986	9,083	9,041	9,135	8,319	8,438	8,447
	Total Telecommunications Revenues	\$273,158	\$261,038	\$256,725	\$243,088	\$228,499	\$214,477	\$198,276	\$182,918	\$170,262	\$150,447
	Intrastate	164,839	153,854	148,363	136,530	124,021	112,367	101,347	92,797	85,022	72,777
	Interstate and International ⁸	108,319	107,184	108,362	106,559	104,479	102,110	96,929	90,121	85,240	77,670
Percentage Interstate/International	40 %	41 %	42 %	44 %	46 %	48 %	49 %	49 %	50 %	52 %	
Total Non-Telecommunications Revenues	\$173,228	\$214,538	\$219,548	\$251,892	\$268,804	\$301,121	\$311,404	\$321,597	\$337,212	\$361,245	
Total Reported Revenues	\$446,387	\$475,576	\$476,272	\$494,981	\$497,303	\$515,598	\$509,679	\$504,516	\$507,474	\$511,692	

¹ Data include revenues for *de minimis* filers, as well as for other carriers that are exempt from universal service contribution requirements.

² Wholesale revenues are reported on the FCC Form 499-A as sales to other universal service contributors for resale. This includes, for example, access services that local exchange carriers provide to toll carriers. Sales to *de minimis* resellers, end-user customers, government-only providers, international-only providers, and any other non-contributors are treated as end-user revenues. Filers contribute to the universal service funding mechanisms based on their end-user interstate and international revenues. See Table 1.5 for further details on the USF (Universal Service Fund) contribution base.

³ Payphone revenues and interconnected Voice over Internet Protocol (VoIP) revenues are included with local service revenues in this table.

- ⁴ Dollar amounts are calculated using the sum of Lines 303a to 308a from Form 499-A.
- ⁵ Dollar amounts are calculated using Line 309a from Form 499-A.
- ⁶ Dollar amounts are calculated using the sum of Lines 310a to 314a from Form 499-A.
- ⁷ Dollar amounts are calculated using the sum of Lines 303a to 314a, minus the sum of Lines 303d to 314d, minus the sum of Lines 303e to 314e from Form 499-A.
- ⁸ Revenues from calls that both originate and terminate in foreign points are reported as end-user revenues and are included in this table but are not included in the universal service contribution base. This line best represents the USF contribution base, which is further described in Table 1.5.
- ⁹ Dollar amounts are calculated using the sum of Lines 303d to 314d, plus the sum of Lines 303e to 314e from Form 499-A.
- ¹⁰ Dollar amounts are calculated using the sum of Lines 404a to 408a from Form 499-A.
- ¹¹ Dollar amounts are calculated using the sum of Lines 409a and 410a from Form 499-A.
- ¹² Dollar amounts are calculated using the sum of Lines 411a to 417a from Form 499-A.
- ¹³ Dollar amounts are calculated using Line 403a from Form 499-A. Surcharges are contribution amounts passed through to end users.
- ¹⁴ Dollar amounts are calculated using the sum of Lines 403a to 417a, minus the sum of Lines 403d to 417d, minus the sum of Lines 403e to 417e from Form 499-A.
- ¹⁵ This line best represents the USF (Universal Service Fund) contribution base, which is further described in Table 1.5. Dollar amounts are calculated using the sum of Lines 403d to 417d, plus the sum of Lines 403e to 417e from Form 499-A. This is different from billed interstate and international end user revenue, which does not include international-to-international revenues and uncollected revenues.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-A for 2019 based on filings as of September 28, 2020.

Table 1.3 – 2019 Filer Revenues by Service Type: Top 10 Affiliated Entities vs. Other Companies
(in Millions of Dollars)

		Top 10 Affiliated Entities ¹	Other Companies	Total
Local Service and Payphone Revenues	Local Exchange ²	\$ 14,880	\$ 3,926	\$ 18,806
	Pay Telephone ³	6	274	280
	Local Private Line ⁴	20,491	5,069	25,560
	VoIP ⁵	9,424	4,931	14,355
	Other Local ⁶	861	404	1,265
	Federal and State USF Support ⁷	2,550	3,872	6,422
	Subscriber Line Charges ⁸	2,616	1,084	3,700
	Access ⁹	1,677	897	2,575
	Total Local Service and Payphone Revenues	52,506	20,457	72,964
Mobile Revenues	Total Mobile Service Revenues¹⁰	35,738	3,893	39,631
Toll Service Revenues	Operator ¹¹	89	1,622	1,711
	VoIP ¹²	2,860	658	3,518
	Non-Operator Switched Toll ¹³	5,667	4,246	9,913
	Long Distance Private Line ¹⁴	9,961	2,030	11,991
	Other Long Distance ¹⁵	434	1,840	2,273
	Total Toll Service Revenues	19,010	10,395	29,405
Total Local, Mobile, and Toll Revenues		107,254	34,745	142,000
Universal Service Surcharges¹⁶		6,929	1,518	8,447
Total Telecommunications Revenues¹⁷		114,184	36,263	150,447
Total Non-Telecommunications Revenues¹⁸		259,565	101,680	361,245
Total Reported Revenues		\$ 373,749	\$ 137,943	\$ 511,692

¹ The "Top 10 Affiliated Entities" are those with the greatest telecommunications revenues as defined by the sum of Lines 315a and 420a on Form 499-A. These companies are (in alphabetical order): América Móvil, AT&T Inc., CenturyLink, Charter Communications, Comcast Corporation, Deutsche Telekom AG, Frontier Communications Corporation, SoftBank Corporation, Verizon Communications, and Windstream Holdings, Inc. The affiliated entity structure is current as of year-end 2019.

² Dollar amounts are calculated using the sum of Lines 303.1a, 303.2a, 404.1a, 404.2a, and 404.3a from Form 499-A.

³ Dollar amounts are calculated using the sum of Lines 306a and 407a from Form 499-A.

- ⁴ Dollar amounts are calculated using the sum of Lines 305.1a, 305.2a, and 406a from Form 499-A.
- ⁵ Dollar amounts are calculated using the sum of Lines 404.4a and 404.5a from Form 499-A.
- ⁶ Dollar amounts are calculated using the sum of Lines 307a and 408a from Form 499-A.
- ⁷ Dollar amounts are calculated using Line 308a from Form 499-A.
- ⁸ Dollar amounts are calculated using Line 405a from Form 499-A. As of 2012, includes Access Recovery Charge (ARC).
- ⁹ Dollar amounts are calculated using the sum of Lines 304.1a and 304.2a from Form 499-A.
- ¹⁰ Dollar amounts are calculated using the sum of Lines 309a, 409a, and 410a from Form 499-A.
- ¹¹ Dollar amounts are calculated using the sum of Lines 310a, 411a, 412a, and 413a from Form 499-A.
- ¹² Dollar amounts are calculated using Line 414.2a from Form 499-A.
- ¹³ Dollar amounts are calculated using the sum of Lines 311a and 414.1a from Form 499-A.
- ¹⁴ Dollar amounts are calculated using the sum of Lines 312a and 415a from Form 499-A.
- ¹⁵ Dollar amounts are calculated using the sum of Lines 313a, 314a, 416a, and 417a from Form 499-A.
- ¹⁶ Dollar amounts are calculated using Line 403a from Form 499-A. The surcharge figure indicates only surcharges that have been explicitly reported as such in the Form 499-A and does not account for implicit surcharge revenues where carriers collect the surcharge through higher prices.
- ¹⁷ Subtotal includes surcharge.
- ¹⁸ Dollar amounts are calculated using Line 418a from Form 499-A.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-A based on filings as of September 28, 2020.

Table 1.4 – Telecommunications Revenue Reported on FCC Form 499-Q: 2018 – 2020
(in Millions of Dollars)

Data from FCC Form 499-Q			All Filers	LIRE Exemption ¹	Total Less LIRE
Projected Revenues for 2018	Interstate and International	Retail (End User) Billed	53,217		
		Retail Net of Uncollectibles	52,855	(1,861)	50,994
		Implied Uncollectible Rate	0.7 %		
Historical Revenues Reported for 2018	Intrastate, Interstate, and International	Wholesale (Carrier's Carrier) Billed	43,074		
		Retail (End User) Billed	126,820		
		Total Revenue	169,894		
	Interstate and International	Retail (End User) Billed	52,819		
Projected Revenues for 2019	Interstate and International	Retail (End User) Billed ⁶	49,108		
		Retail Net of Uncollectibles ^{7,8}	48,742	(1,694)	47,048
		Implied Uncollectible Rate	0.7 %		
Historical Revenues Reported for 2019	Intrastate, Interstate, and International	Wholesale (Carrier's Carrier) Billed ⁹	39,557		
		Retail (End User) Billed ¹⁰	109,012		
		Total Revenue	148,568		
	Interstate and International	Retail (End User) Billed ¹¹	47,256		
Projected Revenues for 2020	Interstate and International	Retail (End User) Billed ⁶	45,161		
		Retail Net of Uncollectibles ^{7,8}	44,815	(1,598)	43,217
		Implied Uncollectible Rate	0.8 %		
Historical Revenues Reported for First Half of 2020	Intrastate, Interstate, and International	Wholesale (Carrier's Carrier) Billed ⁹	18,547		
		Retail (End User) Billed ¹⁰	51,272		
		Total Revenue	69,819		
	Interstate and International	Retail (End User) Billed ¹¹	22,579		

- ¹ A provider receives the Limited International Revenue Exemption (LIRE) and its international revenues are excluded from the contribution base if the total amount of interstate end-user revenues for the filing entity, consolidated with all affiliates, is less than 12% of the total of interstate and international end-user revenues for the filing entity consolidated with all affiliates. Affiliated filer entities who do not pass the 12% rule, but whose USF obligation exceeds its interstate revenue, may be considered for the LIRE exemption on a case-by-case basis. See 47 C.F.R. § 54.706(c). In addition, filers that provide only international services are exempt regardless of services offered by affiliates.
- ² Projected intrastate revenues are not reported on FCC Form 499-Q.
- ³ Prior to 2014, this line was referred to as "Billed to End Users."
- ⁴ Prior to 2014, this line was referred to as "Collected from End Users."
- ⁵ Prior to 2014, this line was referred to as "Billed to Resellers."
- ⁶ Dollar amounts for projected revenues billed to end users are calculated using the sum of Lines 119b and 119c from Form 499-Q.
- ⁷ Dollar amounts for projected revenues collected from end users are calculated using the sum of Lines 120b and 120c from Form 499-Q.
- ⁸ Dollar amounts for projected LIRE exempt revenues are calculated using the sum of Lines 120b and 120c in the Form 499Q filings from those filers who are LIRE-exempt.
- ⁹ Dollar amounts for historical revenues billed to wholesaler is calculated using Line 115a from Form 499-Q.
- ¹⁰ Dollar amounts for historical revenues billed to retail is calculated using Line 116a from Form 499-Q.
- ¹¹ Dollar amounts for interstate and international historical revenues billed to end users is calculated using the sum of Lines 116b and 116c from Form 499-Q.
Note: Detail may not add to totals due to rounding.
Source: FCC Form 499-Q as of September 15, 2020.

Table 1.5 – USF Contribution Base by Year¹: 2010 – 2019
(in Millions of Dollars)

Revenues Subject to USF Contribution	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Billed interstate and international retail (end-user) revenues (includes Universal Service Surcharge) ²	\$72,293	\$70,323	\$70,122	\$68,399	\$66,846	\$63,930	\$60,181	\$55,733	\$53,098	\$47,464
less revenues for international-to-international services ³	469	452	638	589	579	361	174	150	198	215
international revenues of international-only filers and international revenues that were excluded less because of the LIRE Exemption ⁴	3,373	3,095	2,836	2,957	2,811	2,669	2,031	1,916	1,623	1,652
interstate and other international revenues for filers who are de minimis or otherwise exempt less from universal service support requirements	27	24	21	24	26	26	26	27	28	27
less uncollectible contribution base revenues ⁵	960	786	712	605	530	470	427	355	330	314
equals	\$67,464	\$65,966	\$65,914	\$64,224	\$62,900	\$60,403	\$57,524	\$53,284	\$50,919	\$45,255

- ¹ This table shows the contribution base for the Universal Service Fund (USF), but the actual amounts used for determining contributions may differ due to the following factors: (1) Adjustments are made by the Administrator to account for additional and corrected filings received; (2) Exempt amounts were based on revenues and the filer type (i.e., principal business activity) information contained in the FCC Form 499-A filings; (3) The Administrator may use carrier type, revenue type, Line 603 exemption certifications, and additional information requested from filers to determine which filers are required to contribute; (4) The Administrator bills delinquent filers based on estimated revenues and may, in some instances, include estimated revenue amounts in contribution base amounts; (5) The universal service contribution factors are set quarterly based on FCC Form 499-Q filings; and (6) FCC Form 499-A data are used for true-up and auditing purposes. As a result of these factors, actual contribution bases have been based on different amounts than those shown.
- ² This table shows the contribution base for the Universal Service Fund (USF), but the actual amounts used for determining contributions may differ due to the following factors: (1) Adjustments are made by the Administrator to account for additional and corrected filings received; (2) Exempt amounts were based on revenues and the filer type (i.e., principal business activity) information contained in the FCC Form 499-A filings; (3) The Administrator may use carrier type, revenue type, Line 603 exemption certifications, and additional information requested from filers to determine which filers are required to contribute; (4) The Administrator bills delinquent filers based on estimated revenues and may, in some instances, include estimated revenue amounts in contribution base amounts; (5) The universal service contribution factors are set quarterly based on FCC Form 499-Q filings; and (6) FCC Form 499-A data are used for true-up and auditing purposes. As a result of these factors, actual contribution bases have been based on different amounts than those shown.
- ³ This table shows the contribution base for the Universal Service Fund (USF), but the actual amounts used for determining contributions may differ due to the following factors: (1) Adjustments are made by the Administrator to account for additional and corrected filings received; (2) Exempt amounts were based on revenues and the filer type (i.e., principal business activity) information contained in the FCC Form 499-A filings; (3) The Administrator may use carrier type, revenue type, Line 603 exemption certifications, and additional information requested from filers to determine which filers are required to contribute; (4) The Administrator bills delinquent filers based on estimated revenues and may, in some instances, include estimated revenue amounts in contribution base amounts; (5) The universal service contribution factors are set quarterly based on FCC Form 499-Q filings; and (6) FCC Form 499-A data are used for true-up and auditing purposes. As a result of these factors, actual contribution bases have been based on different amounts than those shown.

- ⁴ A provider receives the Limited International Revenue Exemption (LIRE) and its international revenues are excluded from the contribution base if the total amount of interstate end-user revenues for the filing entity consolidated with all affiliates is less than 12% of the total of interstate and international end-user revenues for the filing entity consolidated with all affiliates. Affiliated filer entities who do not pass the 12% rule, but whose USF obligation exceeds its interstate revenue may request to be considered for the LIRE exemption on a case-by-case basis. See 47 C.F.R. § 54.706(c). In addition, filers that provide only international services are exempt regardless of services offered by affiliates.
- ⁵ Does not include uncollectible amounts associated with filers who are de minimis or LIRE exempt. Dollar amounts are calculated using the sum of Lines 422d and 422e on Form 499-A. Dollar amounts are calculated using the sum of Lines 422, parts d and e of Form 499-A.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-A for 2019 based on filings as of September 28, 2020.

Table 1.6 – Universal Service Fund Contribution Factor¹

Year	Quarter	Contribution Factor
2011	First Quarter	15.5
	Second Quarter	14.9
	Third Quarter	14.4
	Fourth Quarter	15.3
2012	First Quarter	17.9
	Second Quarter	17.4
	Third Quarter	15.7
	Fourth Quarter	17.4
2013	First Quarter	16.1
	Second Quarter	15.5
	Third Quarter	15.1
	Fourth Quarter	15.6
2014	First Quarter	16.4
	Second Quarter	16.6
	Third Quarter	15.7
	Fourth Quarter	16.1
2015	First Quarter	16.8
	Second Quarter	17.4
	Third Quarter	17.1
	Fourth Quarter	16.7
2016	First Quarter	18.2
	Second Quarter	17.9
	Third Quarter	17.9
	Fourth Quarter	17.4
2017	First Quarter	16.7
	Second Quarter	17.4
	Third Quarter	17.1
	Fourth Quarter	18.8
2018	First Quarter	19.5
	Second Quarter	18.4
	Third Quarter	17.9
	Fourth Quarter	20.1
2019	First Quarter	20.0
	Second Quarter	18.8
	Third Quarter	24.4
	Fourth Quarter	25.0
2020	First Quarter	21.2
	Second Quarter	19.6
	Third Quarter	26.5
	Fourth Quarter	27.1

¹ Carriers contribute based on projected, collected, end-user interstate and international telecommunications revenues.

Source: Quarterly Public Notices on universal service contribution factors are in CC Docket 96-45. See <http://www.fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support>.

**Table 1.7 – Billed Interstate and International Retail Communications Revenues by Top 10
Affiliated Entities vs. Other Companies: 2010 – First Half 2020¹**
(in Millions of Dollars)

	Top 10 Affiliated Entities²	Other Companies	Total	Top 10 Share
2010	\$54,785	\$17,038	\$71,823	76 %
2011	54,206	15,665	69,871	78
2012	53,671	15,813	69,483	77
2013	52,779	15,031	67,810	78
2014	52,739	13,528	66,267	80
2015	50,083	13,485	63,568	79
2016	47,638	12,369	60,008	79
2017	44,897	10,686	55,582	81
2018	42,405	10,495	52,900	80
2019	36,900	10,349	47,249	78
First Half 2020 ³	17,861	4,699	22,560	79

¹ Revenues are calculated as the sum of Lines 403d to 417d (interstate end user revenue) and 403e to 417e (international end user revenue) minus Lines 412e from Form 499-A.

² The "Top 10 Affiliated Entities" are those with the greatest telecommunications revenues as defined by the sum of Lines 315a and 420a on Form 499-A. These companies, for 2019, are (in alphabetical order): América Móvil, AT&T Inc., CenturyLink, Charter Communications, Comcast Corporation, Deutsche Telekom AG, Frontier Communications Corporation, SoftBank Corporation, Verizon Communications, and Windstream Holdings, Inc..

³ Preliminary revenues are calculated using Line 116b plus Line 116c for each quarter in FCC Form 499-Q.

Note: Detail may not add to totals due to rounding.

Source: Data for 2010 through 2018 are based on Form 499-A filings as of September 28, 2020. Data for 2020 are based on FCC Form 499-Q filings as of September 15, 2020.

Table 1.8 – End User Telecommunications Revenue by State: 2018
(in Millions of Dollars)

	Intrastate	Interstate and International	Total	% Intrastate	% Interstate and International	% Total
Alabama	\$967	\$648	\$1,615	1.32 %	1.22 %	1.28 %
Alaska	144	123	266	0.20	0.23	0.21
American Samoa	7	4	11	0.01	0.01	0.01
Arizona	1,402	1,080	2,482	1.92	2.03	1.97
Arkansas	596	428	1,025	0.82	0.81	0.81
California	9,057	6,366	15,423	12.38	11.99	12.22
Colorado	1,261	1,014	2,275	1.72	1.91	1.80
Connecticut	917	707	1,623	1.25	1.33	1.29
Delaware	234	196	430	0.32	0.37	0.34
District of Columbia	400	333	733	0.55	0.63	0.58
Florida	4,288	3,073	7,361	5.86	5.79	5.83
Georgia	2,228	1,508	3,736	3.05	2.84	2.96
Guam	37	26	63	0.05	0.05	0.05
Hawaii	314	238	551	0.43	0.45	0.44
Idaho	330	260	590	0.45	0.49	0.47
Illinois	2,894	2,178	5,072	3.96	4.10	4.02
Indiana	1,328	1,011	2,340	1.82	1.90	1.85
Iowa	701	515	1,216	0.96	0.97	0.96
Kansas	623	434	1,057	0.85	0.82	0.84
Kentucky	917	612	1,529	1.25	1.15	1.21
Louisiana	1,002	634	1,636	1.37	1.19	1.30
Maine	341	223	564	0.47	0.42	0.45
Maryland	1,494	1,236	2,729	2.04	2.33	2.16
Massachusetts	1,861	1,331	3,192	2.54	2.51	2.53
Michigan	2,033	1,435	3,467	2.78	2.70	2.75
Minnesota	1,367	1,031	2,399	1.87	1.94	1.90
Mississippi	524	340	864	0.72	0.64	0.68
Missouri	1,268	975	2,243	1.73	1.84	1.78
Montana	230	176	406	0.32	0.33	0.32
Nebraska	449	323	772	0.61	0.61	0.61
Nevada	624	458	1,083	0.85	0.86	0.86
New Hampshire	366	258	624	0.50	0.49	0.49
New Jersey	2,397	1,830	4,227	3.28	3.45	3.35
New Mexico	410	307	717	0.56	0.58	0.57
New York	5,232	3,581	8,813	7.15	6.74	6.98
North Carolina	2,119	1,488	3,607	2.90	2.80	2.86
North Dakota	172	109	280	0.24	0.20	0.22
N. Mariana Islands	23	36	60	0.03	0.07	0.05
Ohio	2,557	1,802	4,359	3.50	3.39	3.45
Oklahoma	735	513	1,248	1.00	0.97	0.99
Oregon	869	656	1,525	1.19	1.24	1.21
Pennsylvania	3,124	2,310	5,434	4.27	4.35	4.31
Puerto Rico	647	475	1,123	0.89	0.90	0.89
Rhode Island	242	163	405	0.33	0.31	0.32
South Carolina	1,032	712	1,744	1.41	1.34	1.38
South Dakota	216	142	358	0.30	0.27	0.28
Tennessee	1,439	964	2,403	1.97	1.82	1.90
Texas	5,545	3,992	9,536	7.58	7.52	7.55
Utah	574	452	1,026	0.78	0.85	0.81
Vermont	173	135	307	0.24	0.25	0.24
Virgin Islands	26	26	51	0.04	0.05	0.04
Virginia	2,002	1,579	3,581	2.74	2.97	2.84
Washington	1,603	1,226	2,829	2.19	2.31	2.24
West Virginia	416	347	763	0.57	0.65	0.60
Wisconsin	1,245	975	2,221	1.70	1.84	1.76
Wyoming	129	104	232	0.18	0.20	0.18
Total	\$73,132	\$53,096	\$126,228	100.00 %	100.00 %	100.00 %

Note: Figures may not add to totals due to rounding.

Source: FCC/WCB staff estimates. For methodology end-user revenue per state, see the Technical Appendix at <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>.

Table 1.9 – Universal Service Support Mechanisms by State: 2019
(Annual Payments and Contributions in Thousands of Dollars)

	Payments from USF to Providers						Estimated Contributions ²		Estimated Net Dollar Flow ³
	High-Cost Support ¹	Low-Income Support	Schools & Libraries	Rural Health Care	Total		Amount	% of Total	
					Amount	% of Total			
Alabama	\$ 93,456	\$ 11,387	\$ 28,317	\$ 1,230	\$ 134,389	1.61 %	\$ 104,222	1.22 %	\$ 30,167
Alaska	179,049	11,660	83,885	34,698	309,292	3.70	19,727	0.23	289,565
American Samoa	3,737	118	2,078	0	5,933	0.07	672	0.01	5,261
Arizona	82,338	30,160	62,577	2,501	177,576	2.13	173,781	2.03	3,795
Arkansas	120,144	8,624	22,246	8,058	159,072	1.91	68,907	0.81	90,165
California	156,476	166,609	253,340	13,486	589,911	7.07	1,024,245	11.99	-434,334
Colorado	64,722	6,433	28,985	5,856	105,995	1.27	163,222	1.91	-57,226
Connecticut	435	7,882	13,900	711	22,928	0.27	113,695	1.33	-90,767
Delaware	269	1,915	4,527	691	7,402	0.09	31,507	0.37	-24,104
District of Columbia	0	1,427	7,106	0	8,533	0.10	53,583	0.63	-45,050
Florida	48,288	59,326	76,227	4,853	188,694	2.26	494,484	5.79	-305,791
Georgia	122,380	31,866	60,556	4,597	219,398	2.63	242,690	2.84	-23,292
Guam	13,775	98	405	125	14,403	0.17	4,250	0.05	10,153
Hawaii	5,786	948	5,302	64	12,099	0.14	38,263	0.45	-26,164
Idaho	55,886	1,589	12,884	1,840	72,198	0.86	41,859	0.49	30,339
Illinois	128,270	24,857	72,242	5,717	231,086	2.77	350,392	4.10	-119,305
Indiana	125,100	16,981	39,127	7,216	188,424	2.26	162,738	1.90	25,686
Iowa	231,679	5,279	17,916	3,250	258,124	3.09	82,807	0.97	175,317
Kansas	183,316	4,361	19,438	3,934	211,048	2.53	69,838	0.82	141,210
Kentucky	159,240	15,344	22,422	5,609	202,615	2.43	98,514	1.15	104,101
Louisiana	82,496	21,356	32,306	4,456	140,613	1.68	101,993	1.19	38,620
Maine	35,593	2,450	6,964	6,068	51,075	0.61	35,843	0.42	15,232
Maryland	3,916	15,698	22,971	5,186	47,770	0.57	198,814	2.33	-151,043
Massachusetts	2,232	14,081	27,042	825	44,181	0.53	214,162	2.51	-169,981
Michigan	119,633	36,299	34,966	11,987	202,886	2.43	230,828	2.70	-27,942
Minnesota	250,158	8,545	24,153	2,227	285,083	3.41	165,930	1.94	119,153
Mississippi	167,004	7,120	20,219	7,822	202,165	2.42	54,631	0.64	147,534
Missouri	195,148	10,699	24,239	6,724	236,808	2.84	156,938	1.84	79,871
Montana	147,436	1,193	4,676	702	154,007	1.84	28,242	0.33	125,765
Nebraska	124,190	578	9,636	3,759	138,164	1.65	51,929	0.61	86,235
Nevada	20,424	8,884	7,707	464	37,478	0.45	73,770	0.86	-36,292
New Hampshire	12,532	971	3,940	168	17,612	0.21	41,479	0.49	-23,867
New Jersey	1,201	19,581	43,550	0	64,331	0.77	294,396	3.45	-230,065
New Mexico	92,526	18,172	50,465	2,540	163,703	1.96	49,450	0.58	114,253
New York	62,756	73,348	86,568	7,150	229,821	2.75	576,150	6.74	-346,329
North Carolina	80,513	21,683	55,520	8,457	166,173	1.99	239,385	2.80	-73,212
North Dakota	184,347	1,086	3,427	990	189,850	2.27	17,466	0.20	172,384
N. Mariana Islands	3,209	187	324	0	3,720	0.04	5,812	0.07	-2,092
Ohio	85,871	41,114	65,622	6,947	199,554	2.39	289,938	3.39	-90,384
Oklahoma	164,272	49,010	40,139	3,918	257,340	3.08	82,581	0.97	174,759
Oregon	88,690	5,468	22,046	5,698	121,902	1.46	105,538	1.24	16,364
Pennsylvania	61,460	40,415	53,074	3,663	158,612	1.90	371,749	4.35	-213,137
Puerto Rico	115,237	44,577	25,252	0	185,066	2.22	76,480	0.90	108,586
Rhode Island	57	3,046	5,496	0	8,599	0.10	26,231	0.31	-17,632
South Carolina	129,514	13,171	34,166	4,649	181,500	2.17	114,514	1.34	66,986
South Dakota	134,807	1,717	4,567	2,456	143,547	1.72	22,840	0.27	120,707
Tennessee	99,985	18,997	59,757	4,840	183,578	2.20	155,093	1.82	28,485
Texas	305,185	43,785	228,733	14,119	591,822	7.09	642,264	7.52	-50,442
Utah	46,264	2,677	17,842	771	67,554	0.81	72,684	0.85	-5,130
Vermont	23,393	964	3,369	882	28,608	0.34	21,664	0.25	6,944
Virgin Islands	16,454	76	1,115	0	17,645	0.21	4,117	0.05	13,528
Virginia	86,581	10,926	35,106	3,736	136,349	1.63	254,090	2.97	-117,740
Washington	87,358	15,001	31,402	12,671	146,433	1.75	197,281	2.31	-50,848
West Virginia	59,414	6,841	16,601	1,515	84,371	1.01	55,753	0.65	28,618
Wisconsin	232,158	15,037	29,003	11,413	287,612	3.44	156,954	1.84	130,658
Wyoming	50,319	392	3,334	277	54,323	0.65	16,661	0.20	37,662
Total	\$ 5,146,679	\$ 982,005	\$ 1,968,776	\$ 251,516	\$ 8,348,976	100.00 %	8,543,046	100.00 %	-\$ 194,070

- 1 High-cost support excludes withheld from Mobility Fund and includes recovered forfeited funds for Connect America Fund (CAF)-Phase I Support.
- 2 Contributions include administrative cost of approximately \$194 million, as shown in Universal Service Administration Company (USAC) Annual Report. Allocation of contributions among states is an FCC staff estimate. See the Technical Appendix at <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>.
- 3 Net dollar flow is positive when payments from USF (Universal Service Fund) to carriers exceed contributions to USF. Total is negative because of administrative expenses.

Note: Figures may not add due to rounding.

Table 1.10 – Universal Service Disbursements 2001 – 2019
(in Millions of Dollars)

Year	High-Cost Support	Low-Income Support	Rural Health Care	Schools and Libraries	Total
2001	\$2,602	\$584	\$8	\$1,464	\$4,659
2002	2,978	673	16	1,683	5,350
2003	3,273	713	3	1,644	5,633
2004	3,488	759	1	1,076	5,324
2005	3,824	809	26	1,862	6,520
2006	4,096	820	41	1,669	6,626
2007	4,287	823	37	1,808	6,955
2008	4,478	819	49	1,760	7,106
2009	4,292	1,025	72	1,878	7,268
2010	4,268	1,316	110	2,282	7,976
2011	4,031	1,751	141	2,233	8,156
2012	4,147	2,189	155	2,218	8,710
2013	4,165	1,798	159	2,204	8,326
2014	3,733	1,660	193	2,269	7,855
2015	4,499	1,514	279	2,080	8,372
2016	4,491	1,537	298	2,387	8,712
2017	4,683	1,287	262	2,650	8,882
2018	4,836	1,162	299	2,185	8,482
2019	5,147	982	252	1,969	8,349

Notes: Figures may not add due to rounding. The figures used in this table are for the calendar year and include disbursements that were committed over several years but paid out in the respective calendar year. In Sections 4 and 5, figures for the Schools and Libraries program and the Rural Health Care program are reported based on fiscal year rather than calendar year. High-cost support excludes penalties for Mobility Fund and includes recovered forfeited funds for Connect America Fund (CAF)-Phase I Support.

Source: Universal Service Administration Company (USAC).

Table 1.11 – Universal Service Program Requirements and Contribution Factors for 2020
(in Millions of Dollars)

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Full Year
High Cost					
High Cost Loop Support	\$98.53	\$98.53	\$98.05	\$95.31	\$390.42
Broadband Loop Support	\$174.58	\$174.60	\$187.41	\$208.75	\$745.34
ICLS true-up	\$16.00	\$0.00	\$0.00	\$0.00	\$16.00
CAF - Phase I Frozen Support ¹	\$25.49	\$26.12	\$22.84	\$21.32	\$95.77
Frozen Competitive ETC Support ²	\$118.08	\$116.77	\$99.33	\$98.96	\$433.14
CAF - Inter-carrier Compensation Support	\$98.95	\$99.48	\$99.48	\$99.48	\$397.39
CAF - Phase II Auction	\$38.70	\$38.70	\$37.77	\$37.86	\$153.03
CAF - Phase II Cost Model	\$379.42	\$379.42	\$379.42	\$379.42	\$1,517.68
Alternative Connect America Cost Model I & II	\$236.06	\$236.06	\$236.06	\$236.06	\$944.24
Alaska Plan Support	\$32.08	\$32.08	\$32.08	\$32.08	\$128.32
Uniando a Puerto Rico/Connect USVI	\$4.14	\$4.14	\$21.57	\$37.37	\$67.22
Prior Period Adjustment	-\$52.02	-\$19.24	-\$25.07	-\$14.25	-\$110.58
USAC Administrative Costs	\$16.55	\$16.34	\$16.29	\$16.43	\$65.61
Program Total	\$1,186.56	\$1,203.00	\$1,205.23	\$1,248.79	\$4,843.58
Low Income					
Lifeline Assistance	\$204.37	\$198.61	\$198.61	\$228.98	\$830.57
Link-Up	\$0.06	\$0.06	\$0.06	\$0.01	\$0.19
Prior Period Adjustment	-\$46.40	-\$216.42	-\$10.08	-\$1.80	-\$274.70
USAC Administrative Costs	\$17.06	\$17.75	\$18.07	\$16.89	\$69.77
Program Total	\$175.09	\$0.00	\$206.66	\$244.08	\$625.83
Rural Health					
Rural Health Care Support	\$143.54	\$143.13	\$146.29	\$146.48	\$579.44
Prior Period Adjustment	-\$1.16	-\$1.67	-\$0.23	-\$0.68	-\$3.74
USAC Administrative Costs	\$5.00	\$5.41	\$4.90	\$4.71	\$20.02
Program Total	\$147.38	\$146.87	\$150.96	\$150.51	\$595.72
Connected Care Pilot Program					
Connected Care Pilot Program ⁵	\$0.00	\$0.00	\$0.00	\$8.33	\$8.33
Program Total	\$0.00	\$0.00	\$0.00	\$8.33	\$8.33
Schools & Libraries					
Schools and Libraries Support	\$399.15	\$399.15	\$534.10	\$534.10	\$1,866.50
Prior Period Adjustment	-\$3.13	-\$4.97	-\$0.32	-\$2.37	-\$10.79
USAC Administrative Costs	\$20.49	\$21.41	\$20.98	\$21.35	\$84.23
Program Total	\$416.51	\$415.59	\$554.76	\$553.08	\$1,939.94
Grand Total	\$1,925.54	\$1,765.46	\$2,117.61	\$2,204.79	\$8,013.40
Applicable interstate and international end-user revenues					
Reported contribution base revenues	\$11,129.98	\$10,865.13	\$10,219.12	\$10,428.38	
Circulatory Adjustment					
Amount carriers will contribute to USF in this quarter	-\$1,925.54	-\$1,765.46	-\$2,117.61	-\$2,204.79	
Subtotal	\$9,204.44	\$9,099.67	\$8,101.51	\$8,223.59	
Adjustment factor for uncollectibles	1.0%	1.0%	1.0%	1.0%	
Contribution base at the time the factor was calculated	\$9,112.40	\$9,008.67	\$8,020.49	\$8,141.35	
Contribution factor	21.2%	19.6%	26.5%	27.1%	
Contribution factor times contribution base	\$1,931.83	\$1,765.70	\$2,125.43	\$2,206.31	

- ¹ In the *USF/ICC Transformation Order*, the Commission converted support received by price cap carriers and their rate-of-return affiliates, including IAS, HCMS, ICLS, LSS, and HCLS, to CAF Phase I Frozen Support. *Connect America Fund; A National Broadband Plan for Our Future; Establishing Just and Reasonable Rates for Local Exchange Carriers; High-Cost Universal Service Support; Developing a Unified Intercarrier Compensation Regime; Federal-State Joint Board on Universal Service; Lifeline and Link-Up; Universal Service Reform—Mobility Fund*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC 17663, paras. 128-157 (2011) (*USF/ICC Transformation Order*), *aff'd In re: FCC 11-161*, 753 F.3d 1015 (10th Cir. 2014).
- ² In the *USF/ICC Transformation Order*, the Commission froze support received by competitive ETCs, including IAS, HCMS, ICLS, LSS, and HCLS at 2011 levels, effective January 1, 2012, and began phasing the frozen support down effective July 1, 2012. *USF/ICC Transformation Order*, paras. 498-532.
- ³ "To secure the funds for the Pilot Program, we direct USAC to separately collect funds for the Pilot Program each quarter beginning with the demand filing for the fourth quarter of 2020," *Promoting Telehealth for Low-Income Consumers, COVID-19 Telehealth Program*, WC Docket Nos. 18-213 and 20-89, Report and Order, FCC 20-44, para. 42 (2020).



Section 2 – Lifeline (Low Income)

Since 1985, the Universal Service Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services. Recently, the Commission has made ensuring the availability of broadband service for low-income Americans a goal of the Lifeline program. In 2016, the Commission adopted an order to comprehensively reform the Lifeline program. Among other things, the Commission began providing Lifeline support for qualifying broadband service in the Lifeline program, set out minimum service standards for Lifeline-supported services, and directed USAC to establish a National Eligibility Verifier to make independent subscriber eligibility determinations. As of November 2020, the National Verifier has fully launched in all states and territories, with the exception of California, which will fully launch on December 18, 2020.

The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands. The Link Up program offsets the cost-of-service activation to qualifying low-income households. Since 2013, Link Up has been available only on Tribal lands. Consumers with proper proof of eligibility may be qualified to enroll. To participate in the Lifeline or Link Up program, consumers must have an income that is at or below 135% of the Federal Poverty Guidelines or participate in a qualifying assistance program. The Lifeline and Link Up programs are administered by the Universal Service Administrative Company (USAC).

Additional information about the Lifeline program can be found on the Commission's website at <http://www.fcc.gov/lifeline> and on USAC's website at <https://www.usac.org/lifeline/>. Please note that the information provided in this report is based upon the program rules through November 2020.

Table 2.1 – Lifeline Subscribers and Link up Beneficiaries
(in Thousands)

Year	Lifeline			Link Up		
	Non-Tribal	Tribal	Total	Non-Tribal	Tribal	Total
1987			1,063			8
1988			1,829			106
1989			2,115			207
1990			2,467			513
1991			2,984			640
1992			3,440			743
1993			3,972			737
1994			4,423			838
1995			4,914			824
1996			5,233			808
1997 ¹			5,111			
1998	5,376	0	5,376	2,195	0	2,195
1999	5,638	0	5,638	1,835	0	1,835
2000	5,856	4	5,861	1,690	2	1,692
2001	6,088	53	6,140	1,670	23	1,694
2002	6,393	111	6,504	1,657	30	1,687
2003	6,352	146	6,498	1,662	23	1,685
2004	6,612	176	6,788	1,670	42	1,712
2005	6,829	234	7,063	1,672	90	1,762
2006	6,634	287	6,921	1,553	101	1,654
2007	6,615	328	6,943	1,382	112	1,494
2008	6,382	350	6,732	1,510	118	1,627
2009	7,661	371	8,032	1,751	111	1,862
2010	9,883	382	10,265	2,509	126	2,635
2011	13,301	463	13,764	4,014	285	4,300
2012	16,405	761	17,166	1,228	180	1,408
2013	13,833	650	14,483	0	17	17
2014	12,943	502	13,445	0	29	29
2015	12,115	418	12,533	0	20	20
2016	12,424	360	12,783	0	21	21
2017	10,461	293	10,754	0	10	10
2018	9,342	258	9,600	0	12	12
2019	7,832	229	8,061	0	11	11

¹ Subscriber data were not collected in 1997. Lifeline subscribership data were estimated by Universal Service Administrative Company (USAC). Link Up data were not estimated.

Notes: The Lifeline subscribers and Link Up beneficiaries represent USAC data for the time period January through December, including true-ups reported through September 2020. Data for 2013-2018 were revised because carriers can revise their filings. When carriers revise their line counts up, they receive more support and when carriers revise their line counts down, they receive less support.

Source: Universal Service Administrative Company.

Table 2.2 – Low Income Claims
(in Thousands of Dollars)

Year	Lifeline					Link Up			Total
	General	Additional Tribal ²	TLS ³	PICC ⁴	Total	Non-Tribal	Tribal	Total	
1988	\$31,952	\$0	\$0	\$0	\$31,952	\$1,991	\$0	\$1,991	\$33,943
1989	50,878	0	0	0	50,878	4,480	0	4,480	55,358
1990	62,464	0	0	0	62,464	11,351	0	11,351	73,815
1991	79,104	0	0	0	79,104	13,705	0	13,705	92,809
1992	93,766	0	0	0	93,766	15,342	0	15,342	109,108
1993	109,083	0	0	0	109,083	17,019	0	17,019	126,102
1994	123,284	0	0	0	123,284	18,573	0	18,573	141,857
1995	137,277	0	0	0	137,277	18,392	0	18,392	155,670
1996	148,186	0	0	0	148,186	18,247	0	18,247	166,433
1997	147,579	0	0	0	147,579	13,711	0	13,711	161,290
1998 ¹	416,504	0	2,700	2,802	422,006	42,461	0	42,461	464,467
1999	438,578	0	3,134	4,450	446,162	33,988	0	33,988	480,150
2000	482,052	522	2,846	3,168	488,588	30,411	30	30,441	519,029
2001	548,419	6,960	3,195	0	558,574	30,314	475	30,788	589,362
2002	623,350	17,955	3,779	0	645,083	30,323	700	31,022	676,106
2003	657,095	24,167	4,425	0	685,687	30,170	515	30,686	716,373
2004	695,188	30,502	5,111	0	730,800	30,898	1,230	32,129	762,929
2005	716,133	45,124	6,215	0	767,472	31,715	2,788	34,503	801,975
2006	703,958	61,524	8,885	0	774,367	29,832	2,869	32,701	807,068
2007	710,180	73,145	8,514	0	791,839	27,816	3,575	31,391	823,230
2008	695,015	80,914	8,634	0	784,563	30,682	6,578	37,260	821,823
2009	867,541	88,061	8,959	0	964,561	40,807	7,485	48,291	1,012,852
2010	1,125,599	92,877	22,197	0	1,240,674	67,268	9,798	77,066	1,317,740
2011	1,521,279	118,119	10,814	0	1,650,212	108,449	21,528	129,977	1,780,189
2012	1,919,834	210,389	6,646	0	2,136,870	34,770	11,940	46,710	2,183,580
2013	1,607,106	179,885	2,690	0	1,789,681	0	567	567	1,790,248
2014	1,491,804	137,330	0	0	1,629,134	0	640	640	1,629,774
2015	1,390,610	118,933	0	0	1,509,543	0	447	447	1,509,990
2016	1,417,632	103,308	0	0	1,520,940	0	486	486	1,521,426
2017	1,192,842	84,192	0	0	1,277,034	0	238	238	1,277,272
2018	1,064,532	74,459	0	0	1,138,992	0	256	256	1,139,248
2019	892,761	66,611	0	0	959,372	0	224	224	959,596

¹ Effective in 1998, the federal Lifeline support mechanism was expanded so that a basic level of assistance would be provided in all states. Further, the basic level of federal support was increased in 1998.

² Tribal Lifeline subscribers also receive General support which is currently \$9.25 per subscriber for qualifying broadband service or \$5.25 per subscriber for qualifying voice service. This amount is not included in Additional Tribal support.

³ TLS is an abbreviation for toll limitation service.

⁴ Carriers no longer charge a residential Presubscribed Interexchange Carrier Charge (PICC) as of July 1, 2000.

Notes: Data for 2013-2018 were updated to account for true-ups.

Source: Universal Service Administrative Company.

Table 2.3 – Low Income Claims by State: 2019
(in Thousands of Dollars)

State or Jurisdiction	Lifeline		Link Up		TLS ¹	Total
	General	Additional Tribal	Non-Tribal	Tribal		
Alabama	\$11,051	\$117	\$0	\$0	\$0	\$11,168
Alaska	2,543	6,480	0	5	0	9,028
American Samoa	118	0	0	0	0	118
Arizona	17,539	12,181	0	118	0	29,838
Arkansas	8,568	1	0	0	0	8,569
California	162,487	62	0	0	0	162,549
Colorado	6,223	0	0	0	0	6,223
Connecticut	7,767	0	0	0	0	7,767
Delaware	1,844	0	0	0	0	1,844
District of Columbia	1,402	0	0	0	0	1,402
Florida	56,659	0	0	0	0	56,659
Georgia	31,128	0	0	0	0	31,128
Guam	94	0	0	0	0	94
Hawaii	853	68	0	0	0	921
Idaho	1,511	51	0	0	0	1,562
Illinois	24,269	0	0	0	0	24,269
Indiana	16,773	0	0	0	0	16,773
Iowa	5,219	1	0	0	0	5,220
Kansas	4,294	3	0	0	0	4,296
Kentucky	15,098	0	0	0	0	15,098
Louisiana	20,935	0	0	0	0	20,935
Maine	2,415	7	0	0	0	2,422
Maryland	15,761	0	0	0	0	15,761
Massachusetts	13,749	0	0	0	0	13,749
Michigan	34,948	86	0	0	0	35,034
Minnesota	7,737	696	0	0	0	8,433
Mississippi	6,636	184	0	0	0	6,820
Missouri	10,392	3	0	0	0	10,395
Montana	459	709	0	3	0	1,171
Nebraska	519	45	0	0	0	565
Nevada	8,475	161	0	0	0	8,636
New Hampshire	946	0	0	0	0	946
New Jersey	19,040	0	0	0	0	19,040
New Mexico	8,901	8,940	0	85	0	17,926
New York	70,855	0	0	0	0	70,855
North Carolina	20,721	11	0	0	0	20,732
North Dakota	550	501	0	1	0	1,052
Northern Mariana Islands	204	0	0	0	0	204
Ohio	40,061	0	0	0	0	40,061
Oklahoma	16,639	33,305	0	8	0	49,952
Oregon	5,283	24	0	0	0	5,307
Pennsylvania	39,614	0	0	0	0	39,614
Puerto Rico	44,964	0	0	0	0	44,964
Rhode Island	3,014	0	0	0	0	3,014
South Carolina	12,929	3	0	0	0	12,932
South Dakota	782	868	0	0	0	1,650
Tennessee	18,147	0	0	0	0	18,147
Texas	43,625	0	0	0	0	43,625
Utah	2,176	404	0	3	0	2,583
Vermont	957	0	0	0	0	957
Virgin Islands	100	0	0	0	0	100
Virginia	10,739	0	0	0	0	10,739
Washington	13,894	915	0	0	0	14,809
West Virginia	6,752	0	0	0	0	6,752
Wisconsin	14,266	544	0	1	0	14,810
Wyoming	138	242	0	0	0	380
Total	\$892,761	\$66,611	\$0	\$224	\$0	\$959,596

¹ TLS is an abbreviation for toll limitation service.

Notes: These dollars represent submitted claims to Universal Service Administrative Company (USAC) for the time period January 2019 through December 2019, including true-ups reported through September 2020. Lifeline subscribers residing on Tribal lands also receive the basic support amount, which is currently \$9.25 per subscriber for qualifying broadband service or \$5.25 per subscriber for qualifying voice service. This amount is not included in Tribal support. For Link Up, the payments and subscribers for the two categories of recipients are kept separate.

Source: Universal Service Administrative Company.

Table 2.4 - Low-Income Claims Received by ILECs and Competitive ETCs
(in Thousands of Dollars)

	ILECs	Competitive ETCs	Total	Percent Competitive ETCs
1998	\$464,207	\$260	\$464,467	0.1 %
1999	479,353	796	480,150	0.2
2000	517,901	1,128	519,029	0.2
2001	585,790	3,572	589,362	0.6
2002	663,009	13,097	676,106	1.9
2003	693,378	22,994	716,373	3.2
2004	723,580	39,349	762,929	5.2
2005	734,344	67,631	801,975	8.4
2006	707,135	99,933	807,068	12.4
2007	701,990	121,240	823,230	14.7
2008	674,805	147,017	821,823	17.9
2009	642,644	370,208	1,012,852	36.6
2010	595,604	722,136	1,317,740	54.8
2011	532,226	1,247,963	1,780,189	70.1
2012	450,652	1,732,928	2,183,580	79.4
2013	295,981	1,494,267	1,790,248	83.5
2014	224,012	1,405,762	1,629,774	86.3
2015	165,714	1,344,276	1,509,990	89.0
2016	133,988	1,387,439	1,521,426	91.2
2017	104,547	1,172,725	1,277,272	91.8
2018	79,360	1,059,887	1,139,248	93.0
2019	58,542	901,054	959,596	93.9

Notes: Competitive Eligible Telecommunications Carriers (ETC) include both wireless and wireline carriers. Data for 2013-2018 were updated to account for true-ups.

Source: Universal Service Administrative Company.

Table 2.5 – Low-Income Claims by Program and by Affiliated Entities: 2019
(in Thousands of Dollars)

Rank	Affiliated Entity Name ¹	Lifeline Support	Link Up Support	Total Low-Income Support	Percent of Total	Cumulative Percent of Total
1	SoftBank Corp. ²	\$289,718	\$0	\$289,718	30.2%	30.2%
2	América Móvil ³	218,478	0	218,478	22.8	53.0
3	Quadrant Holdings Group LLC	158,699	0	158,699	16.5	69.5
4	TSC Acquisition Corporation	33,658	0	33,658	3.5	73.0
5	Telrite Corporation	31,054	0	31,054	3.2	76.2
6	Smith Bagley, Inc.	25,061	196	25,257	2.6	78.9
7	AT&T Inc.	20,839	0	20,839	2.2	81.0
8	Amerimex Communications Corporation	20,199	0	20,199	2.1	83.1
9	Assist Wireless, LLC	20,036	0	20,036	2.1	85.2
10	Global Connection Inc. of America	17,736	0	17,736	1.8	87.1
11	I-Wireless, LLC	16,182	0	16,182	1.7	88.8
12	Telecom Service Bureau, Inc.	12,229	0	12,229	1.3	90.0
13	Verizon Communications Inc.	8,953	0	8,953	0.9	91.0
14	GCI Holdings LLC	8,064	0	8,064	0.8	91.8
15	Frontier Communications Corporation	7,981	0	7,981	0.8	92.7
16	TerraCom/YourTel America	6,591	0	6,591	0.7	93.3
17	Boomerang Wireless, LLC	6,079	0	6,079	0.6	94.0
18	CenturyLink, Inc.	5,573	0	5,573	0.6	94.6
19	NewPhone Wireless, LLC	4,968	0	4,968	0.5	95.1
20	True Wireless, LLC	4,624	0	4,624	0.5	95.6
21	ATN International, Inc.	4,495	0	4,495	0.5	96.0
22	American Broadband and Telecommunications Comp	2,797	0	2,797	0.3	96.3
23	Cox Communications, Inc.	2,318	0	2,318	0.2	96.6
24	Windstream Holdings, Inc.	2,132	0	2,132	0.2	96.8
25	Cell Span, Inc.	1,444	0	1,444	0.2	96.9
26	North American Local, LLC	1,431	0	1,431	0.1	97.1
27	Cintex Wireless, LLC	1,157	0	1,157	0.1	97.2
28	Telephone and Data Systems, Inc.	1,151	0	1,151	0.1	97.3
29	Consolidated Communications, Inc.	1,080	0	1,080	0.1	97.4
30	Air Voice Inc.	981	0	981	0.1	97.5
	Other Carriers	23,664	28	23,692	2.5	100.0
	All Affiliated Entities	\$959,372	\$224	\$959,596	100.0%	100.0%

¹ Affiliated entities include all commonly controlled or commonly owned affiliates as of year-end 2019.

² In 2019, SoftBank Corp. owned Sprint and Virgin Mobile USA.

³ América Móvil owns TracFone Wireless.

Source: Universal Service Administrative Company.

Table 2.6 – Total Monthly Lifeline Subscribers Since January 2015

Month	Subscribers (in Thousands)			Percent of Subscribers that are Wireless		
	Tribal Lifeline	Non-Tribal Lifeline	Total Lifeline	Tribal Lifeline	Non-Tribal Lifeline	Total Lifeline
January-15	435	11,183	11,618	82 %	86 %	86 %
February -15	429	11,230	11,659	82	86	86
March-15	426	11,364	11,790	82	86	86
April-15	421	11,526	11,947	81	87	86
May-15	412	11,804	12,216	81	87	87
June-15	417	12,020	12,437	82	87	87
July-15	422	12,320	12,741	82	88	88
August-15	415	12,571	12,986	82	88	88
September-15	416	12,777	13,193	82	89	88
October-15	411	12,889	13,300	83	89	89
November-15	405	12,862	13,267	84	89	89
December-15	406	12,831	13,237	84	89	89
January-16	391	12,394	12,785	84	89	89
February-16	391	12,362	12,753	84	89	89
March-16	397	12,434	12,831	84	89	89
April-16	402	12,566	12,967	85	90	90
May-16	405	12,636	13,041	85	90	90
June-16	349	12,726	13,075	86	90	90
July-16	338	12,790	13,128	86	90	90
August-16	332	12,428	12,761	86	90	90
September-16	332	12,493	12,825	88	91	91
October-16	334	12,397	12,731	88	91	91
November-16	327	12,187	12,514	89	91	91
December-16	317	11,672	11,989	89	91	91
January-17	300	11,041	11,341	89	91	91
February-17	301	10,883	11,184	89	91	91
March-17	301	10,721	11,022	88	91	91
April-17	297	10,513	10,810	88	90	90
May-17	298	10,461	10,759	88	91	90
June-17	298	10,481	10,778	89	91	91
July-17	292	10,385	10,677	89	91	91
August-17	290	10,287	10,577	89	91	91
September-17	287	10,210	10,498	89	91	91
October-17	285	10,276	10,561	90	91	91
November-17	283	10,182	10,465	90	91	91
December-17	282	10,087	10,370	90	92	91
January-18	279	10,024	10,303	90	92	92
February-18	277	9,912	10,189	90	92	92
March-18	271	9,823	10,094	90	92	92
April-18	268	9,602	9,870	90	92	92
May-18	261	9,456	9,717	90	92	92
June-18	259	9,336	9,594	90	92	92
July-18	257	9,184	9,441	90	92	92
August-18	250	9,079	9,329	90	92	92
September-18	250	9,030	9,281	90	92	92
October-18	243	9,010	9,254	90	93	93
November-18	243	8,857	9,100	90	93	93
December-18	233	8,793	9,026	89	93	93
January-19	233	8,762	8,994	89	93	93
February-19	235	8,649	8,884	90	93	93
March-19	226	8,579	8,805	89	93	93
April-19	225	8,501	8,726	89	93	93
May-19	225	8,444	8,669	90	93	93
June-19	227	8,369	8,596	90	93	93
July-19	227	8,200	8,426	90	94	93
August-19	229	7,267	7,495	90	93	93
September-19	231	6,754	6,986	90	92	92
October-19	230	6,941	7,170	90	93	93
November-19	228	6,823	7,051	90	93	93
December-19	228	6,696	6,924	90	93	93
January-20	220	6,493	6,713	92	93	93
February-20	221	6,482	6,703	92	93	93
March-20	226	6,553	6,778	91	93	93
April-20	229	6,767	6,996	91	93	93
May-20	215	6,969	7,184	91	94	93
June-20	220	7,050	7,271	91	94	94

Source: Universal Service Administration Company.

Table 2.7 – Lifeline De-Enrollments or Scheduled De-Enrollments Recertification by State in 2019
(in Thousands)

State	As a result of ETC recertification attempt ¹	As a result of attempt by State Administrator, ETC Access to Eligibility Data, or USAC ²	Total
Alabama	32	1	32
Alaska	2	0	2
American Samoa	0	0	0
Arizona	22	2	25
Arkansas	18	1	18
California	0	696	696
Colorado	0	0	0
Connecticut	11	0	11
Delaware	1	0	1
District of Columbia	1	0	1
Florida	60	2	62
Georgia	33	1	33
Guam	0	0	0
Hawaii	0	0	0
Idaho	0	0	0
Illinois	20	1	20
Indiana	9	0	9
Iowa	5	1	6
Kansas	6	1	7
Kentucky	11	1	12
Louisiana	32	1	33
Maine	1	1	2
Maryland	14	0	14
Massachusetts	18	3	21
Michigan	19	0	19
Minnesota	10	2	12
Mississippi	0	0	0
Missouri	0	1	1
Montana	0	0	0
Nebraska	0	0	0
Nevada	2	11	13
New Hampshire	0	0	0
New Jersey	18	0	18
New Mexico	0	0	0
New York	77	12	89
North Carolina	1	0	1
North Dakota	0	0	0
Northern Mariana Island	0	0	0
Ohio	60	4	64
Oklahoma	23	44	67
Oregon	0	3	3
Pennsylvania	1	1	2
Puerto Rico	84	25	109
Rhode Island	1	0	1
South Carolina	17	2	19
South Dakota	0	0	0
Tennessee	1	0	1
Texas	0	92	92
Utah	0	0	0
Vermont	0	1	1
Virgin Islands	0	0	0
Virginia	17	0	17
Washington	23	3	25
West Virginia	8	0	8
Wisconsin	24	0	24
Wyoming	0	0	0
Total	684	915	1,598

¹ Section G of the 2019 FCC Form 555.

² Section K of the 2019 FCC Form 555.

Source: Universal Service Administrative Company.

Table 2.8 – Low-Income Subscribers by State in 2019 by Facilities Type of Carrier
(in Thousands)

State	Non-Tribal			Tribal			All		
	Facilities-Based		Total	Facilities-Based		Total	Facilities-Based		Total
	No	Yes		No	Yes		No	Yes	
Alabama	38	61	99	#	#	#	39	61	100
Alaska	0	#	#	0	23	23	0	23	23
American Samoa	0	1	1	0	0	0	0	1	1
Arizona	77	40	117	#	41	41	77	81	158
Arkansas	52	26	77	0	#	#	52	26	77
California	793	675	1,468	#	#	#	793	675	1,468
Colorado	37	19	56	0	0	0	37	19	56
Connecticut	29	41	70	0	0	0	29	41	70
Delaware	5	12	17	0	0	0	5	12	17
District of Columbia	9	4	13	0	0	0	9	4	13
Florida	181	331	511	0	0	0	181	331	511
Georgia	208	73	281	0	0	0	208	73	281
Guam	0	1	1	0	0	0	0	1	1
Hawaii	6	2	7	#	#	#	6	2	8
Idaho	10	4	13	#	#	#	10	4	14
Illinois	129	90	219	0	0	0	129	90	219
Indiana	107	44	151	0	0	0	107	44	151
Iowa	35	12	47	#	0	#	35	12	47
Kansas	33	6	39	#	#	#	33	6	39
Kentucky	117	19	136	0	0	0	117	19	136
Louisiana	154	34	189	#	0	#	154	34	189
Maine	16	6	22	0	#	#	16	6	22
Maryland	92	50	142	0	0	0	92	50	142
Massachusetts	43	81	124	0	0	0	43	81	124
Michigan	185	130	315	#	#	#	185	130	315
Minnesota	48	19	68	1	2	2	49	21	70
Mississippi	23	36	59	1	0	1	24	36	60
Missouri	79	15	94	0	#	#	79	15	94
Montana	0	1	1	0	3	3	0	4	4
Nebraska	1	4	5	0	#	#	1	4	5
Nevada	47	29	76	#	#	1	47	29	76
New Hampshire	6	3	9	0	0	0	6	3	9
New Jersey	53	119	172	0	0	0	53	119	172
New Mexico	10	40	50	0	31	31	10	71	80
New York	233	407	641	0	#	#	233	407	641
North Carolina	77	110	187	0	#	#	77	110	187
North Dakota	#	3	3	#	2	2	#	5	5
Northern Mariana Islands	0	2	2	0	0	0	0	2	2
Ohio	239	122	361	0	0	0	239	122	361
Oklahoma	35	2	37	103	10	113	138	12	150
Oregon	2	46	48	#	#	#	2	46	48
Pennsylvania	259	98	357	0	0	0	259	98	357
Puerto Rico	343	62	405	0	0	0	343	62	405
Rhode Island	11	16	27	0	0	0	11	16	27
South Carolina	74	43	117	#	#	#	74	43	117
South Dakota	#	3	4	0	3	3	#	7	7
Tennessee	80	84	164	0	0	0	80	84	164
Texas	234	159	394	0	0	0	234	159	394
Utah	13	5	18	#	1	1	13	7	20
Vermont	5	3	9	0	0	0	5	3	9
Virgin Islands	#	1	1	0	0	0	#	1	1
Virginia	49	48	97	0	0	0	49	48	97
Washington	91	31	122	2	1	3	93	32	125
West Virginia	48	13	61	0	0	0	48	13	61
Wisconsin	108	19	127	#	1	2	108	21	129
Wyoming	#	#	#	1	#	1	1	#	1
Total	4,524	3,308	7,832	110	119	229	4,633	3,427	8,061

Non-facilities-based carriers have either submitted a compliance plan with the FCC that they are not a facilities-based provider or have been approved to be a non-facilities-based provider by the FCC. Other carriers are assumed to be facilities-based.

Notes: # Indicates > 0 subscribers and less than 500

Source: Universal Service Administrative Company.

Table 2.9 – Lifeline Subscribers by Type of Service: March 2020

State	Subscribers (in Thousands)				Percentage		
	Voice	Broadband Only	Bundle	Total	Voice	Broadband Only	Bundle
Alabama	11	39	23	73	15 %	54 %	31 %
Alaska	2	#	18	20	13	1	87
American Samoa	#	0	#	#	48	0	52
Arizona	7	91	58	155	4	58	37
Arkansas	4	36	28	68	6	53	42
California	234	2	1,136	1,372	17	0	83
Colorado	4	44	3	52	8	86	6
Connecticut	7	37	20	64	11	58	31
Delaware	1	7	3	12	12	61	27
District of Columbia	1	8	6	15	10	54	36
Florida	42	193	115	349	12	55	33
Georgia	15	163	59	237	6	69	25
Guam	1	#	0	1	99	1	0
Hawaii	1	4	1	6	19	66	16
Idaho	1	6	#	7	14	81	5
Illinois	14	77	84	176	8	44	48
Indiana	7	83	19	110	7	76	18
Iowa	5	24	13	42	13	56	31
Kansas	3	23	8	34	9	68	22
Kentucky	8	57	43	108	8	53	39
Louisiana	7	93	65	166	4	56	39
Maine	6	6	5	17	32	37	32
Maryland	6	78	40	125	5	63	32
Massachusetts	22	50	28	101	22	49	28
Michigan	20	154	44	218	9	71	20
Minnesota	12	42	9	63	19	67	14
Mississippi	5	30	15	49	9	61	30
Missouri	5	62	10	76	6	80	14
Montana	1	#	#	1	60	14	26
Nebraska	3	1	0	3	71	14	14
Nevada	4	46	11	61	6	76	18
New Hampshire	1	2	2	4	21	35	44
New Jersey	26	66	36	128	21	51	28
New Mexico	8	20	39	67	12	30	58
New York	115	213	143	471	24	45	30
North Carolina	21	48	50	119	18	40	42
North Dakota	2	1	1	4	54	28	18
Northern Mariana Islands	#	#	1	1	11	1	88
Ohio	23	224	54	301	8	74	18
Oklahoma	21	69	62	153	14	45	41
Oregon	12	26	1	40	30	66	4
Pennsylvania	29	176	75	279	10	63	27
Puerto Rico	14	105	323	442	3	24	73
Rhode Island	2	14	2	18	12	75	12
South Carolina	10	71	20	101	10	70	20
South Dakota	3	2	1	5	59	29	12
Tennessee	17	34	50	101	17	33	50
Texas	36	188	130	354	10	53	37
Utah	1	10	3	15	12	66	23
Vermont	2	5	#	8	29	66	5
Virgin Islands	0	0	#	#	0	0	100
Virginia	14	41	36	91	15	45	39
Washington	13	75	22	110	12	68	20
West Virginia	4	33	19	56	7	60	34
Wisconsin	11	73	27	112	10	65	25
Wyoming	#	#	#	#	71	2	27
Total	850	2,959	2,970	6,778	13 %	44 %	44 %

¹ # Indicates > 0 subscribers and less than 500

² Voice: Subscriber is provided a service that meets only the voice minimum service standards (mobile voice service with at least 1,000 minutes per month, or fixed voice service with any number of minutes)

³ Broadband Only: Subscriber is provided a service that meets only the broadband minimum service standards (3G speed and 3 GB usage allowance for wireless providers; 20/3 Mbps speed and 1,024 GB usage allowance for wireline providers.)

⁴ Bundle: Subscriber is provided a service that meets both the voice and broadband minimum service standards.

Source: Universal Service Administrative Company.



Section 3 – Connect America Fund (High Cost) Program

Federal universal service High-Cost Support is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the federal USF. In 2011, the Commission adopted the *USF/ICC Transformation Order*, which comprehensively reformed and modernized the high-cost program to support networks capable of providing both voice *and* broadband services.³ Among other actions taken in the *USF/ICC Transformation Order*, the Commission adopted a framework, known as the Connect America Fund (CAF).⁴

For price-cap areas (those areas of the United States and its territories historically served by larger incumbent local exchange carriers (ILEC)), there are several CAF programs: CAF Phase I (completed); CAF Phase II (model-based support), CAF Intercarrier Compensation (CAF ICC), the Rural Broadband Experiments, frozen support for the Alaska price cap carrier, Uniendo a Puerto Rico Fund and the Connect USVI Fund, and the CAF Phase II auction.

In January 2020, the Commission established the new Rural Digital Opportunity Fund as a successor to the CAF Phase II (model-based support) program.⁵ Through a two-phase reverse auction mechanism, the FCC will direct up to \$20.4 billion over ten years to finance up to gigabit speed broadband networks in unserved rural areas, connecting millions more American homes and businesses to digital opportunity. The first phase auction commenced on October 29, 2020.

For rate-of-return areas (typically the more rural parts of the United States), the Commission established two paths for providers to receive high-cost support for building, supporting and maintaining voice and broadband networks — 1) model-based support as determined by the Alternative Connect America Cost Model (A-CAM) or 2) legacy cost-based mechanisms as reformed to allow support for standalone broadband connections.⁶ The Commission also created an Alaska Plan to fund voice and broadband services for rate-of-return carriers serving Alaska, due to their unique challenges.⁷

³ *USF/ICC Transformation Order*.

⁴ See Connect America Fund (CAF) <https://www.fcc.gov/general/connect-america-fund-caf>.

⁵ See generally *Rural Digital Opportunity Fund; Connect America Fund*, Order, 35 FCC Rcd 686 (2020) (*Rural Digital Opportunity Fund Order*).

⁶ See Connect America Fund; ETC Annual Reports and Certifications; Establishing Just and Reasonable Rates for Local Exchange Carriers; Developing a Unified Intercarrier Compensation Regime; WC Docket Nos. 10-90, 14-58, and 07-135, CC Docket No. 01-92; Report and Order, Further Notice of Proposed Rulemaking, and Order on Reconsideration, FCC 18-176 (rel. Dec. 12, 2018).

⁷ *Connect America Fund et al.*, Report and Order and Further Notice of Proposed Rulemaking, 31 FCC Rcd 10139, 10142, para. 6 (2016) (*Alaska Plan Order*).

As in the 2019 Report, all support dollar values in these tables reflect claims⁸ as opposed to disbursements.⁹ These claims are subject to true-ups. True-ups are reflected in the relevant support year, not in the year made. Data on changes in local exchange carriers and High-Cost ILEC support data by study area are available at <http://www.fcc.gov/encyclopedia/neca-usac-data-0>. Please note that the information provided in this report is based upon the program rules through June 30, 2020.

⁸ A “claim” is the distribution of funds *in support of a specified time period*. These funds were distributed in that period and possibly a later time period. The disbursements in later time periods are the result of true-ups to resolve differences between initial payments and disbursements necessitated by revisions to supporting data made at that later date. Claims are positive values with the possible exceptions of CAF Intercarrier Compensation (CAF ICC) support and Connect America Cost Model (CACM) support. CAF ICC claims can be negative when a study area’s actual access recovery charge revenues in the prior two years substantially exceed the forecasted amount. Some CACM initial claims were negative as a result of true-ups when Frozen High Cost support exceeded CACM support.

⁹ A “disbursement” is the distribution of funds in a specified time period. These funds were distributed in support of high-cost mechanisms in that period and possibly in support of earlier time periods. The disbursements in support of earlier time periods are the result of true-ups to resolve differences between initial payments and disbursements necessitated by revisions to supporting data. It is possible for disbursements to be negative, thus requiring the recipient to return dollars to the high-cost fund. Some negative disbursements are penalties (see the file “HC Penalties” in the Supplementary Material). Penalties are not included in claims. Because carriers chose ACAM II in the middle of 2019 but then received ACAM II support for the whole calendar year, these carriers’ disbursement data for the first part of the year shows legacy support payments (i.e., HCLS, BLS and SVS), which were then offset against their ACAM payments for the same portion of the year in their August ACAM prior period adjustments.

Table 3.1 – High-Cost Support Fund Claim History
(in Millions of Dollars)

Year	A-CAM / AK Plan Carriers	Legacy Carriers	Rate-of- Return Carriers	Price Cap Carriers	ILEC Total	Competitive ETC Total	Total Support
2009	\$ 0	\$ 1,850	\$ 1,850	\$ 1,183	\$ 3,033	\$ 1,299	\$ 4,332
2010	0	1,928	1,928	1,108	3,036	1,242	4,278
2011	0	1,957	1,957	1,029	2,986	1,156	4,142
2012	0	1,966	1,966	1,197	3,163	967	4,130
2013	0	2,019	2,019	1,341	3,360	782	4,142
2014	0	2,047	2,047	1,115	3,162	608	3,769
2015	0	2,059	2,059	1,849	3,908	615	4,524
2016	0	2,072	2,072	1,848	3,920	674	4,593
2017	794	1,615	2,409	1,793	4,202	645	4,847
2018	784	1,671	2,455	1,736	4,191	509	4,700
2019	1,437	1,263	2,700	1,661	4,361	547	4,908
2020*	1,419	1,310	2,730	1,621	4,350	670	5,020

Notes: Details may not appear to add up to totals due to rounding. Data for 2012 - 2019 were updated to account for true-ups. A-CAM is an abbreviation for Alternative Connect America Model. ILEC is an abbreviation for Incumbent Local Exchange Carrier. Competitive ETC is an abbreviation for Competitive Eligible Telecommunication Carrier.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2020.

* FCC Staff Estimate.

Table 3.2 – High-Cost Support Fund Claim History – Rate of Return
(in Millions of Dollars)

Year	High-Cost Loop Support	Safety Net Additive Support	Safety Valve Support	Local Switching Support	CAF-ICC from A-CAM / AK Plan Carriers ²	CAF-ICC from Legacy Carriers ²	Broadband Loop Support ¹	Alternative Connect America Model	Alternative Connect America Model II	Alaska Plan	Total Support
2009	\$ 798	\$ 29	\$ 5	\$ 239	\$ 0	\$ 0	\$ 780	\$ 0	\$ 0	\$ 0	\$ 1,850
2010	817	49	6	226	0	0	830	0	0	0	1,928
2011	806	65	6	218	0	0	862	0	0	0	1,957
2012	791	48	6	110	0	169	842	0	0	0	1,966
2013	767	31	6	0	0	344	870	0	0	0	2,019
2014	746	28	5	0	0	359	909	0	0	0	2,047
2015	716	20	5	0	0	377	941	0	0	0	2,059
2016	691	12	5	0	0	395	969	0	0	0	2,072
2017	556	4	5	0	149	244	806	591	0	54	2,409
2018	577	0	5	0	146	244	844	584	0	54	2,455
2019	415	0	2	0	218	171	676	643	521	54	2,700
2020*	387	0	1	0	214	171	752	637	514	54	2,730

¹ Interstate Common Line Support was expanded to include standalone broadband in January 2017 and became Connect America Fund Broadband Loop Support (CAF BLS).

² Intercarrier Compensation was divided into ACAM/AK and Legacy categories. ACAM is defined as Alternative Connect America Cost Model.

Note: Details may not appear to add up to totals due to rounding. Data for 2012 - 2019 were updated to account for true-ups.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2020.

* FCC Staff Estimate.

Table 3.3 – High-Cost Support Fund Claim History – Price Cap
(in Millions of Dollars)

Year	High-Cost Loop Support	Safety Net Additive Support	High-Cost Model Support	Interstate Access Support	Local Switching Support	Frozen High-Cost Support ¹	Intercarrier Compensation Support	Connect America Cost Model	Incremental Support	Interstate Common Line Support	CAF II Auction	Total Support
2009	\$ 209	\$ 9	\$ 169	\$ 456	\$ 50	\$ 0	\$ 0	\$ 0	\$ 0	\$ 290	\$ 0	\$ 1,183
2010	145	11	156	455	61	0	0	0	0	280	0	1,108
2011	100	11	145	441	63	0	0	0	0	270	0	1,029
2012	0	0	0	0	0	1,037	44	0	112	3	0	1,197
2013	0	0	0	0	0	1,034	87	0	220	0	0	1,341
2014	0	0	0	0	0	1,035	69	0	11	0	0	1,115
2015	0	0	0	0	0	641	49	1,159	0	0	0	1,849
2016	0	0	0	0	0	162	38	1,648	0	0	0	1,848
2017	0	0	0	0	0	173	30	1,590	0	0	0	1,793
2018	0	0	0	0	0	170	22	1,544	0	0	0	1,736
2019	0	0	0	0	0	125	15	1,518	0	0	3	1,661
2020*	0	0	0	0	0	86	12	1,518	0	0	5	1,621

¹ Hurricane support for Puerto Rico and Virgin Islands is included in Frozen High-Cost Support.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2020.

Note: Details may not appear to add up to totals due to rounding. Data for 2012-2019 were updated to account for true-ups.

* FCC Staff Estimate.

Table 3.4 – High-Cost Support Fund Claim History – Competitive Eligible Telecommunications Carriers
(in Millions of Dollars)

Year	High-Cost Loop Support	Safety Net Additive Support	Safety Valve Support	High-Cost Model	Interstate Access Support	Local Switching Support	Frozen High-Cost Support ¹	Remote Alaska Support	Mobility Fund Phase I Support	Rural Broadband Experiments	Interstate Common Line Support	Alaska Plan	CAF II Auction	PR / USVI Fund ²	Total Support
2009	\$ 391	\$ 14	\$ 0	\$ 159	\$ 110	\$ 100	\$ 0	\$ 0	\$ 0	\$ 0	\$ 524	\$ 0	\$ 0	\$ 0	\$ 1,299
2010	358	17	1	155	94	95	0	0	0	0	521	0	0	0	1,242
2011	307	21	2	146	81	90	0	0	0	0	508	0	0	0	1,156
2012	0	0	0	0	0	0	889	78	0	0	0	0	0	0	967
2013	0	0	0	0	0	0	629	79	74	0	0	0	0	0	782
2014	0	0	0	0	0	0	525	79	4	0	0	0	0	0	608
2015	0	0	0	0	0	0	513	78	16	8	0	0	0	0	615
2016	0	0	0	0	0	0	508	78	85	3	0	0	0	0	674
2017	0	0	0	0	0	0	537	0	31	3	0	74	0	0	645
2018	0	0	0	0	0	0	429	0	3	3	0	74	0	0	509
2019	0	0	0	0	0	0	398	0	7	3	0	74	65	0	547
2020*	0	0	0	0	0	0	393	0	0	3	0	74	147	53	670

¹ Hurricane support for Puerto Rico and Virgin Islands is included in Frozen High-Cost Support.

² This column includes the Uniendo a Puerto Rico Fund and the Connect USVI Fund.

Note: Details may not appear to add up to totals due to rounding. Data for 2012-2019 were updated to account for true-ups.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2020.

* FCC Staff Estimate.

Table 3.5 – High-Cost Support Fund Claims – States: 2019
(in Thousands of Dollars)

State	Rate-of-Return Carriers	Price-Cap Carriers	ILEC Total	CETC Total	Total Support	CETC Share
Alabama	\$ 41,550	\$ 44,000	\$ 85,549	\$ 5,145	\$ 90,694	6 %
Alaska	75,433	19,694	95,127	83,795	178,922	47
American Samoa	1,789	0	1,789	1,619	3,408	48
Arizona	49,161	23,370	72,531	7,203	79,734	9
Arkansas	56,433	54,378	110,811	6,420	117,231	5
California	47,203	98,344	145,547	7,234	152,782	5
Colorado	29,710	26,990	56,700	6,617	63,317	10
Connecticut	0	435	435	0	435	0
Delaware	0	210	210	69	279	25
Florida	8,365	36,334	44,699	3,216	47,915	7
Georgia	66,052	51,213	117,265	345	117,610	0
Guam	6,552	0	6,552	5,328	11,880	45
Hawaii	0	7,148	7,148	0	7,148	0
Idaho	38,731	11,505	50,236	3,376	53,611	6
Illinois	62,368	50,616	112,984	11,667	124,651	9
Indiana	66,986	51,128	118,114	1,412	119,527	1
Iowa	138,902	54,204	193,105	30,105	223,211	13
Kansas	116,487	35,807	152,294	23,153	175,447	13
Kentucky	80,411	55,236	135,647	16,232	151,879	11
Louisiana	20,479	37,379	57,858	24,324	82,181	30
Maine	14,453	13,615	28,069	6,739	34,808	19
Maryland	1,298	2,276	3,573	394	3,967	10
Massachusetts	717	1,541	2,258	31	2,289	1
Michigan	50,595	60,513	111,108	6,407	117,515	5
Minnesota	154,117	87,874	241,991	3,650	245,641	1
Mississippi	25,754	53,557	79,311	87,432	166,743	52
Missouri	84,301	91,664	175,965	14,841	190,806	8
Montana	118,292	16,310	134,602	5,106	139,709	4
Nebraska	84,400	23,328	107,728	13,365	121,093	11
Nevada	14,086	2,452	16,538	2,114	18,652	11
New Hampshire	7,458	4,440	11,897	131	12,028	1
New Jersey	588	667	1,255	0	1,255	0
New Mexico	66,268	17,839	84,107	4,071	88,177	5
New York	26,930	30,835	57,765	3,482	61,247	6
North Carolina	51,794	19,396	71,190	1,829	73,019	3
North Dakota	140,914	5,657	146,571	25,803	172,374	15
Northern Mariana Islands	0	2,627	2,627	581	3,209	18
Ohio	24,432	59,403	83,835	547	84,382	1
Oklahoma	119,444	8,231	127,674	29,887	157,562	19
Oregon	51,908	21,657	73,565	11,736	85,301	14
Pennsylvania	17,563	41,433	58,996	1,616	60,612	3
Puerto Rico	0	36,054	36,054	9,741	45,795	21
Rhode Island	0	88	88	0	88	0
South Carolina	104,259	16,317	120,576	1,582	122,159	1
South Dakota	114,819	9,117	123,936	2,531	126,467	2
Tennessee	62,372	29,927	92,299	1,016	93,315	1
Texas	185,805	93,383	279,188	14,006	293,194	5
Utah	39,086	4,442	43,528	360	43,887	1
Vermont	13,121	8,818	21,939	0	21,939	0
Virgin Islands	0	16,387	16,387	67	16,454	0
Virginia	35,494	42,577	78,071	7,188	85,259	8
Washington	30,360	36,041	66,401	19,077	85,478	22
West Virginia	12,470	38,068	50,538	8,268	58,807	14
Wisconsin	109,363	95,439	204,801	19,201	224,002	9
Wyoming	31,028	11,006	42,034	6,753	48,787	14
United States	2,700,100	1,660,969	4,361,069	546,815	4,907,884	11

Notes: Details may not appear to add up to totals due to rounding.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2020.

Table 3.6 – Annual High-Cost Fund Support Claims – Affiliates: 2016 – 2019
(in Millions of Dollars)

Rank	Affiliate's Name ¹	2017	2018	2019	Total	Competitive ETC's Share ²
1	AT&T Inc.	\$ 612	\$ 557	\$ 548	\$ 1,716	24 %
2	CenturyLink, Inc.	545	530	516	1,591	0
3	Frontier Communications Corporation	361	350	339	1,050	0
4	Telephone and Data Systems, Inc.	208	208	211	626	46
5	Windstream Holdings, Inc.	202	190	180	572	0
6	Verizon Communications Inc. ³	80	80	72	231	28
7	GCI Holdings LLC	85	68	68	221	92
8	Consolidated Communications, Inc.	77	67	60	204	0
9	América Móvil	95	52	36	183	22
10	Telapex, Inc. ⁴	54	54	55	164	84
11	Pioneer Telephone Cooperative (OK)	34	34	37	105	25
12	Golden West Telecommunications Cooperative, Inc.	32	35	38	104	0
13	LICT Corporation	31	31	36	97	0
14	Rural Telephone Service/Golden Belt	30	31	30	91	37
15	Triangle Telephone Cooperative Assn., Inc.	27	28	28	83	0

¹ This column refers to “affiliate name” rather than “holding company” so as to include all entities under common ownership or control, to the extent this information is readily available to the Commission. In most cases, the “affiliate name” is reported by the entity or entities in FCC Form 477.

² In the *USF/ICC Transformation Order*, the Commission eliminated the rule providing identical support to competitive ETCs, determining the rule did not provide an “appropriate level of support for the efficient deployment of mobile services in areas that do not support a private business case for mobile voice and broadband.” *Connect America Fund et al.*, WC Docket No. 10-90 et al., Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17666, 17851-59, para. 502 (2011), *aff’d In re: FCC 11-161*, 753 F.3d 1015 (10th Cir. 2014). The Commission, however, transitioned the elimination of that support over five years, beginning on July 1, 2012. See *USF/ICC Transformation Order*, 26 FCC Rcd at 17853, para. 513. This phase down of support for competitive ETCs was halted at 40 percent on June 30, 2014 under the terms adopted in the *USF/ICC Transformation Order* because the Mobility Fund Phase II is not yet operational. See *id.* at 17832, para. 519.

³ Verizon Wireless and Sprint Nextel, in separate transactions in 2008, each committed to phase down their competitive ETC high-cost universal service support in 20 percent increments over five years, beginning in 2009. These commitments were not implemented until the Commission released an Order on August 31, 2010 providing guidance to the Universal Service Administrative Company regarding the methodology to implement those commitments. See *High-Cost Universal Service Support, Federal-State Joint Board on Universal Service, Request for Review of Decision of Universal Service Administrator by Corr Wireless Communications, LLC*, WC Docket No. 05-337, CC Docket No. 96-45, Order and Notice of Proposed Rulemaking, 25 FCC Rcd 12854 (2010). To the extent that Verizon Wireless received support prior to the August 31, 2010 Order that should have been surrendered under its commitment, USAC reclaimed that support in 2010 and 2011.

⁴ Telapex, Inc. owns C Spire Wireless.

Source: Universal Service Administrative Company.

Table 3.7 – High-Cost Support Fund Claims – Affiliates: 2019
(in Millions of Dollars)

Rank	Affiliate's Name¹	Rate-of-Return Carriers	Price-Cap Carriers	ILEC Support	Competitive ETC Support	Total Support	Competitive ETC's Share²
1	AT&T Inc.	\$ 0	\$ 428	\$ 428	\$ 120	\$ 548	22 %
2	CenturyLink, Inc.	0	516	516	0	516	0
3	Frontier Communications Corporation	0	339	339	0	339	0
4	Telephone and Data Systems, Inc.	115	0	115	95	211	45
5	Windstream Holdings, Inc.	0	180	180	0	180	0
6	Verizon Communications Inc.	0	50	50	22	72	30
7	GCI Holdings LLC	6	0	6	62	68	91
8	Consolidated Communications, Inc.	0	60	60	0	60	0
9	Telapex, Inc.	9	0	9	46	55	84
10	Golden West Telecommunications Cooperative, Inc.	38	0	38	0	38	0
11	Pioneer Telephone Cooperative (OK)	28	0	28	9	37	24
12	LICT Corporation	36	0	36	0	36	0
13	América Móvil	0	36	36	0	36	0
14	Rural Telephone Service/Golden Belt	19	0	19	11	30	37
15	Hargray Communications Group, Inc.	30	0	30	0	30	0
16	Triangle Telephone Cooperative Assn., Inc.	28	0	28	0	28	0
17	Arvig Enterprises, Inc.	28	0	28	0	28	0
18	3 Rivers Telephone Cooperative, Inc.	26	0	26	0	26	0
19	Farmers Telephone Cooperative, Inc. (SC)	23	0	23	2	25	6
20	Great Plains Communications, Inc.	23	0	23	0	23	0
21	Range Telephone Cooperative, Inc.	23	0	23	0	23	0
22	ATN International, Inc.	0	16	16	6	22	26
23	ENMR Telephone Cooperative, Inc.	22	0	22	0	22	0
24	Nemont Telephone Cooperative, Inc.	17	0	17	4	21	19
25	American Broadband Communications et al.	20	0	20	1	21	4

¹ This column refers to “affiliate name” rather than “holding company” to include all entities under common ownership or control, to the extent this information is readily available to the Commission. In most cases, the “affiliate name” is reported by the entity or entities in FCC Form 477.

² See Table 3.6 n.2.

Notes: Details may not add up due to rounding.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2020.



Section 4 – E-Rate (Schools and Libraries)

The Schools and Libraries universal service support program, commonly known as the E-Rate program, helps schools and libraries obtain affordable broadband Internet access, internal network connections, and telecommunications services.

Eligible schools, school districts, and libraries may apply individually or as part of a consortium. Funding may be requested under two categories of eligible services: category one services to a school or library (e.g., data transmission services and Internet access), and category two services that deliver Internet access within schools and libraries (e.g., internal connections, basic maintenance of internal connections, and managed internal broadband services). Discounts for support depend on the level of poverty, as calculated by eligibility for a free or reduced-price lunch or other federally approved alternative mechanism, and whether the school or library is located in an urban or rural area. The discounts range from 20% to 90% of the costs of eligible services. E-Rate program funding is based on demand up to an annual Commission-established cap, which is \$4.226 billion for funding year 2020 and is adjusted annually for inflation.

The E-Rate program is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). Specifically, USAC is responsible for processing the applications for support, confirming eligibility, and reimbursing service providers and eligible schools and libraries for the discounted services. USAC also verifies that the applicants and service providers comply with the E-Rate rules and procedures established by the FCC.

Additional information about the E-Rate program can be found on the Commission's website at <https://www.fcc.gov/general/e-rate-schools-libraries-usf-program> and on USAC's website at <https://www.usac.org/e-rate/>.

Table 4.1 – Schools and Libraries Funding Commitments and Disbursements by Applicant Type and Year
(in Thousands of Dollars)

Year	Funding Commitments						Funding Disbursements					
	Total Commitments	Libraries ¹	Schools	School Districts	Statewide Contract ²	Other Consortia	Total Disbursements	Libraries ¹	Schools	School Districts	Statewide Contract ²	Other Consortia
1998	\$1,698,778	\$65,987	\$110,684	\$1,288,206	\$0	\$233,900	\$1,398,987	\$49,883	\$83,265	\$1,069,746	\$0	\$196,092
1999	2,147,082	66,163	180,734	1,597,613	-	302,572	1,650,017	47,457	140,129	1,265,908	-	196,523
2000	2,078,438	65,879	110,783	1,691,966	-	209,810	1,646,968	43,544	88,513	1,384,089	-	130,821
2001	2,169,963	57,819	164,445	1,733,354	-	214,345	1,695,676	42,052	117,472	1,400,484	-	135,668
2002	2,107,121	62,925	164,100	1,630,161	-	249,935	1,594,220	42,697	106,183	1,283,166	-	162,174
2003	2,518,587	63,302	199,222	1,997,842	-	258,220	1,937,523	44,467	136,108	1,584,474	-	172,475
2004	2,025,955	54,291	158,604	1,563,304	-	249,756	1,535,250	39,775	107,119	1,208,831	-	179,525
2005	2,007,889	54,498	152,493	1,586,190	-	214,708	1,623,445	48,598	111,789	1,285,217	-	177,840
2006	1,948,799	59,711	129,351	1,499,391	-	260,346	1,566,497	46,138	96,193	1,220,579	-	203,587
2007	2,356,789	60,628	174,679	1,877,901	-	243,582	1,953,333	47,964	135,868	1,561,234	-	208,267
2008	2,373,781	75,771	150,638	1,888,356	-	259,017	1,926,508	58,095	114,132	1,532,846	-	221,436
2009	2,806,529	84,697	195,343	2,261,665	-	264,825	2,332,700	69,193	154,079	1,882,940	-	226,488
2010	2,997,684	91,214	211,098	2,411,430	-	283,942	2,449,770	71,883	157,065	1,980,705	-	240,117
2011	2,663,306	94,687	218,118	2,036,792	-	313,708	2,151,156	73,125	162,119	1,666,982	-	248,930
2012	2,965,927	96,106	288,213	2,281,169	12,130	288,308	2,371,410	77,667	205,778	1,841,360	8,790	237,816
2013	2,199,802	91,579	134,926	1,668,201	20,209	284,887	1,753,300	75,378	97,639	1,341,933	10,809	227,542
2014	2,345,836	93,521	158,999	1,773,237	38,370	281,709	1,857,076	78,974	115,142	1,412,678	27,445	222,838
2015	3,235,004	108,313	180,276	2,594,751	24,848	326,817	2,768,321	90,799	132,166	2,255,668	23,889	265,799
2016	2,778,722	98,547	120,516	2,185,594	-	374,065	2,337,586	83,234	95,916	1,879,851	-	278,586
2017	2,371,646	86,349	112,657	1,833,144	-	339,496	1,948,036	73,314	88,572	1,531,189	-	254,960
2018	2,300,347	81,615	104,201	1,667,594	-	446,937	1,793,728	64,242	80,779	1,366,834	-	281,872
2019	2,343,397	87,981	111,480	1,827,577	-	316,359	1,075,003	41,608	59,040	881,186	-	93,169

- ¹ Starting in funding year 2016, Libraries include both Library and Library System applicants.
- ² Starting January 2011, applicants could designate their consortium as a statewide entity if the application encompassed all public schools, private schools and/or all public libraries in the state. *See* http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-10-2218A1.pdf. In 2016, applicants filing as a consortium, school district, and library system could designate their sub-type as a statewide entity. These applicants' commitments and disbursements are included within their primary applicant type column and are not included in the Statewide Contract column.

Notes: Activity through June 30, 2020. Funding year 2020 commitment and disbursement information is not displayed because only a small fraction of commitments (and no disbursements) have been issued for this funding year. A substantial amount of commitments and disbursements for funding year 2020 will be made. Also, because of the appeals process, certain funding commitments and disbursements may be issued after the end of the program year. Disbursements may also continue beyond the end of the program year in the event of delayed internal connections installation. Other adjustments and corrections may also be made as part of other post-commitment reviews and audits. Funds by service type can be found in the Supplementary Material file "SL Funds - by Service Type, State, and Funding Year" available in a zip file at <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>.

Source: Universal Service Administrative Company

**Table 4.2 – Schools and Libraries Funding Commitments and Disbursements from Program
Inception through June 30, 2020 by State and Applicant Type
(in Thousands of Dollars)**

State/Territory	Library/Library Consortium		Schools		School Districts		Statewide Contracts		Other Consortium		Totals	
	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed
Alabama	\$16,316	\$12,688	\$21,424	\$15,818	\$709,815	\$607,661	\$86	\$1	\$152,637	\$111,054	\$900,279	\$747,222
Alaska	13,246	10,370	5,843	4,644	921,334	740,654	-	-	30,491	24,087	970,914	779,755
American Samoa	-	-	-	-	6,311	4,314	-	-	38,344	31,121	44,656	35,436
Arizona	29,598	30,384	178,465	120,959	1,126,155	857,033	-	-	94,216	27,563	1,428,434	1,035,940
Arkansas	10,339	8,403	9,406	7,793	331,019	255,133	25,836	17,082	223,998	120,847	600,598	409,258
California	140,077	98,642	345,538	240,082	6,830,823	5,196,264	106	51	381,528	259,484	7,698,071	5,794,523
Colorado	19,130	13,943	25,568	18,599	467,038	372,900	-	-	32,381	24,207	544,117	429,648
Connecticut	8,652	5,927	54,790	39,041	340,170	274,956	-	-	117,221	99,458	520,832	419,382
Delaware	1,387	1,185	4,117	2,905	27,075	23,642	2,246	2,246	29,192	22,432	64,017	52,410
District of Columbia	13,424	8,946	32,542	20,870	197,132	133,266	-	-	17,947	8,599	261,045	171,682
Florida	73,083	56,789	193,267	140,042	1,519,566	1,232,677	-	-	123,063	100,847	1,908,980	1,530,355
Georgia	108,320	91,182	41,801	33,593	1,384,359	1,147,121	4,411	4,328	202,645	176,230	1,741,536	1,452,455
Guam	188	74	284	140	30,551	22,278	-	-	-	-	31,023	22,491
Hawaii	2,760	1,594	61,786	31,638	69,456	38,814	3,128	2,381	1,223	834	138,352	75,261
Idaho	6,727	5,333	10,552	6,954	154,750	120,785	-	-	1,510	13,949	173,539	147,022
Illinois	50,015	36,879	157,049	117,114	2,012,102	1,545,299	-	-	77,610	56,421	2,296,777	1,755,713
Indiana	84,442	63,994	46,654	33,960	674,898	535,537	-	-	97,529	45,111	903,523	678,602
Iowa	5,188	3,528	17,684	12,991	219,196	165,350	-	-	87,951	75,420	330,020	257,289
Kansas	15,125	12,291	11,867	8,768	360,014	286,589	-	-	24,484	19,728	411,490	327,377
Kentucky	26,074	19,713	8,822	6,112	660,410	497,366	-	-	151,125	122,777	846,431	645,969
Louisiana	82,278	67,795	67,461	49,007	901,595	759,698	-	-	35,065	26,013	1,086,399	902,514
Maine	1,641	1,243	16,482	12,124	73,808	53,465	-	-	73,742	67,532	165,673	134,364
Maryland	20,206	15,195	33,990	23,054	450,006	335,422	-	-	35,701	26,051	539,903	399,722
Massachusetts	43,416	30,570	77,577	57,384	575,523	461,297	11	-	58,395	32,518	754,923	581,768
Michigan	47,767	38,032	73,615	50,402	949,111	729,830	-	-	191,494	153,454	1,261,986	971,719
Minnesota	34,220	27,842	54,097	37,306	377,583	292,556	-	-	156,869	136,283	622,770	493,986
Mississippi	62,304	32,777	21,246	15,399	552,130	427,620	144	105	120,921	86,539	756,745	562,440
Missouri	26,728	22,517	52,105	38,763	620,108	492,725	-	-	244,253	163,211	943,195	717,215
Montana	1,804	1,258	5,455	4,111	100,894	82,658	-	-	1,100	448	109,252	88,475
Nebraska	5,240	4,062	9,806	7,708	159,809	137,750	-	-	38,727	33,445	213,583	182,965
Nevada	6,859	4,653	10,492	7,048	145,411	107,519	-	-	349	328	163,111	119,549
New Hampshire	395	220	8,870	6,292	54,203	39,855	-	-	2,162	1,694	65,629	48,060
New Jersey	36,987	26,163	157,929	110,199	1,131,715	842,268	-	-	21,653	14,800	1,348,285	993,430
New Mexico	8,267	4,813	89,208	61,978	634,093	489,212	-	-	175,054	85,027	906,622	641,029
New York	227,222	161,617	656,305	476,557	2,783,211	2,191,187	-	-	665,852	502,590	4,332,590	3,331,952
North Carolina	38,998	32,039	54,008	41,861	1,206,546	1,024,138	23,594	22,755	110,701	81,844	1,433,847	1,202,638
North Dakota	206	157	10,288	7,748	32,602	25,355	-	-	49,103	40,563	92,199	73,823
Northern Mariana Isl.	271	192	228	179	20,956	17,161	-	-	-	-	21,455	17,532
Ohio	69,592	56,224	171,601	125,190	1,366,359	1,089,089	-	-	98,743	82,304	1,706,295	1,352,807
Oklahoma	51,383	41,220	52,101	37,183	1,042,371	825,008	-	-	14,616	5,681	1,160,471	909,092
Oregon	7,587	5,181	13,755	9,767	309,272	253,075	-	-	59,674	33,313	390,288	301,335
Pennsylvania	54,013	44,560	196,066	134,661	1,196,161	1,000,497	-	-	204,950	169,150	1,651,190	1,348,868
Puerto Rico	92,366	53,319	113,828	80,909	315,794	242,469	-	-	120,016	61,284	642,004	437,981
Rhode Island	2,351	1,987	10,661	7,871	86,118	67,934	19	19	51,776	48,107	150,925	125,918
South Carolina	9,797	6,919	28,916	19,118	570,856	450,089	-	-	352,961	303,017	962,530	779,143
South Dakota	646	271	23,805	17,789	53,245	39,098	2,745	2,553	45,549	31,727	125,990	91,437
Tennessee	24,419	17,707	21,425	17,100	1,109,128	804,005	-	-	242,136	199,261	1,397,108	1,038,073
Texas	67,296	45,822	200,107	152,701	4,711,236	3,797,432	-	-	365,901	248,723	5,344,540	4,244,678
Utah	2,716	1,263	5,379	3,645	114,542	92,671	-	-	321,126	188,296	443,763	285,874
Vermont	1,113	679	16,123	10,569	45,060	33,368	-	-	2,705	2,076	65,000	46,692
Virgin Islands	457	230	14,960	11,435	10,665	9,412	3,429	3,044	64,469	59,193	93,981	83,314
Virginia	41,345	32,546	29,873	23,788	722,521	585,650	-	-	15,857	14,242	809,596	656,226
Washington	41,089	32,194	22,182	16,908	531,263	411,815	78	78	104,350	81,909	698,962	542,904
West Virginia	4,828	3,819	4,010	2,378	234,196	175,079	19,735	9,892	72,092	56,081	334,862	247,249
Wisconsin	16,898	12,680	57,904	41,236	462,577	369,493	-	-	202,652	154,485	740,031	577,894
Wyoming	666	458	5,016	3,674	32,890	24,357	9,990	6,395	40,895	31,167	89,457	66,051
Totals	1,757,463	1,310,087	3,614,336	2,585,066	41,725,734	32,837,900	95,557	70,932	6,246,703	4,562,525	53,439,793	41,366,511

Notes: Unlike in Table 4.1, all commitments and disbursements have been shown in this table, including those issued in funding year 2020. Because of the appeals process, funding commitments and disbursements may be issued after the end of the program year. Also, disbursements may continue beyond the end of the program year in the event of delayed internal connections installation. Other adjustments and corrections may also occur.

Source: Universal Service Administrative Company



Section 5 – Rural Health Care

The Rural Health Care (RHC) Program provides funding to eligible health care providers for broadband and telecommunications services necessary for the provision of health care. The goal of the program is to improve the quality of health care available to patients in rural communities by ensuring that eligible health care providers have access to broadband and telecommunications services. RHC Program support is provided on a funding year basis. Funding years run from July 1 through June 30 of the subsequent year. Prior to FY 2017, the RHC Program cap was \$400 million. Beginning in funding year (FY) 2017, funding for the RHC Program was capped at \$571 million and annually adjusted for inflation. The cap for FY 2020 is \$604 million. The RHC Program is administered by the Universal Service Fund (USF) administrator, the Universal Service Administrative Company (USAC), under the direction of the Commission.

The RHC Program provides funding through two programs: The Telecommunications (Telecom) Program and the Healthcare Connect Fund Program. The Telecom Program, established in 1997, ensures that rural health care providers pay no more than their urban counterparts for telecommunications services. Specifically, an applicant's program support is based on the difference between rural rates charged for telecommunications services in the rural areas in a state and the urban rates charged for similar telecommunications services in the same state. Eligible rural health care providers can obtain rates on telecommunications services for their rural health care facilities that are reasonably comparable to rates charged for similar services in corresponding urban areas, and the USF pays the difference between the urban rate and rural rate calculated under the Commission's rules to the service provider— in effect, providing a discount to the rural health care provider in the amount of the “rural-urban differential.” The Healthcare Connect Fund Program, established in 2012, provides a flat 65% discount on an array of communications services to both individual rural health care provider and consortia, which can include non-rural health care providers (if the consortium has a majority of rural sites). These services include Internet access, dark fiber, business data, traditional DSL, and private carriage services. With the Healthcare Connect Fund Program, the Commission intended to promote the use of broadband services and facilitate the formation of healthcare provider consortia recognizing the increasing need for rural health care providers to have access to specialists who are often located in urban areas, as well as the advent of certain communications-based trends in healthcare delivery, such as the move towards electronic health records.

In August 2019, the Commission adopted an order that reforms the RHC Program to increase transparency, predictability, and efficiency in the Telecom Program and increase rural participation in Healthcare Connect Fund Program consortia. The rules adopted by the Order, to take effect in future funding years:

- Target and prioritize funding to rural areas in the most need of health care services.
- Simplify urban and rural rate determinations in the Telecom Program by, among other things, directing USAC to create an urban and rural rate database.
- Reform competitive bidding in the RHC Program, making it more productive for health care providers to identify and select cost-effective service offerings in their rural areas.
- Streamline the application process and align procedures between the E-Rate and RHC Programs to ease the burden on participants.
- Strengthen safeguards against waste, fraud, and abuse in the RHC Program.

Additional information about the RHC Program can be found on the Commission's website at <http://www.fcc.gov/encyclopedia/rural-health-care> and on USAC's website at <http://www.usac.org/rhc/>.

Table 5.1 – Rural Health Care Funding Commitments and Disbursements by Program and Year
(in Thousands of Dollars)

Year	Telecommunications and Internet Access Program		Pilot		Healthcare Connect		Totals	
	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed
1998	\$ 3,388	\$ 3,369	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,388	\$ 3,369
1999	4,653	4,291	0	0	0	0	4,653	4,291
2000	10,711	10,196	0	0	0	0	10,711	10,196
2001	19,582	18,477	0	0	0	0	19,582	18,477
2002	23,344	21,366	0	0	0	0	23,344	21,366
2003	27,908	25,726	0	0	0	0	27,908	25,726
2004	32,128	30,962	0	0	0	0	32,128	30,962
2005	40,742	39,999	0	0	0	0	40,742	39,999
2006	45,989	45,092	0	0	0	0	45,989	45,092
2007	56,210	54,818	467	467	0	0	56,677	55,285
2008	67,765	66,661	14,734	14,300	0	0	82,499	80,961
2009	72,828	71,439	350,702	281,372	0	0	423,531	352,810
2010	92,053	87,326	0	0	0	0	92,053	87,326
2011	104,360	101,291	0	0	0	0	104,360	101,291
2012	117,236	116,940	0	0	0	0	117,236	116,940
2013	133,412	128,675	0	0	46,926	45,664	180,338	174,339
2014	137,167	135,257	0	0	88,187	88,930	225,354	224,187
2015	184,569	168,575	0	0	102,049	100,602	286,618	269,177
2016	196,296	184,156	0	0	133,167	124,642	329,463	308,798
2017	165,084	150,114	0	0	192,625	164,459	357,709	314,574
2018	35,776	32,136	0	0	164,676	158,120	200,452	190,257
2019	50,298	28,646	0	0	259,992	35,202	310,291	63,848

Note: Activity through June 30, 2020. Funding Year 2020 commitment and disbursement information has not been displayed because by June 30, the data cutoff date for this report, no commitments or disbursements for funding year 2020 were made during that time. However, we anticipate that a substantial amount of commitments and disbursements for funding year 2020 will be made. Also, because of the appeals process, funding commitments and disbursements can be made after the end of the program year. Disbursements may also continue beyond the end of the program year in the event of delayed internal connections installation. Other adjustments and corrections may also be made.

Source: USAC data.

Table 5.2 – Rural Health Care Funding Commitments and Disbursements from Program Inception Through June 30, 2020 by State Program (in Thousands of Dollars)

State	Telecommunications and Internet Access Program		Pilot		Healthcare Connect		Totals	
	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed
Alabama	\$ 13,347	\$ 9,981	\$ 2,749	\$ 2,746	\$ 8,101	\$ 3,119	\$ 24,197	\$ 15,846
Alaska	869,884	837,658	1,882	209	4,205	1,486	875,971	839,352
American Samoa	1,512	1,419	0	0	0	0	1,512	1,419
Arizona	35,287	30,990	7,506	5,637	13,424	2,424	56,217	39,051
Arkansas	21,576	19,693	4,218	4,132	52,760	6,020	78,553	29,846
California	50,462	48,371	22,903	11,136	85,436	8,059	158,801	67,565
Colorado	4,530	3,945	10,870	10,702	53,160	2,831	68,560	17,478
Connecticut	12	12	0	0	3,898	88	3,910	100
Delaware	1	1	0	0	1,461	0	1,462	1
District of Columbia	18	8	0	0	0	0	18	8
Florida	6,528	5,956	63	63	20,282	2,031	26,873	8,050
Georgia	40,455	37,599	2,233	2,166	23,860	8,703	66,548	48,467
Guam	767	762	89	83	471	353	1,327	1,198
Hawaii	2,435	2,376	4,653	2,100	2,662	34	9,750	4,509
Idaho	8,904	8,256	0	0	8,681	2,755	17,584	11,011
Illinois	20,363	19,452	21,071	21,070	25,490	11,303	66,924	51,825
Indiana	9,881	7,573	15,458	12,800	45,002	9,062	70,342	29,435
Iowa	7,434	7,103	17,368	17,291	21,748	3,747	46,551	28,141
Kansas	10,518	10,068	0	0	25,230	6,852	35,748	16,919
Kentucky	17,405	15,396	2,945	913	25,663	12,490	46,013	28,799
Louisiana	11,702	11,268	15,570	375	11,022	4,941	38,295	16,584
Maine	\$596	\$491	\$12,957	\$12,639	\$11,883	\$299	\$25,436	\$13,430
Maryland	327	217	0	0	2,101	647	2,428	864
Massachusetts	1,007	948	0	0	5,850	392	6,856	1,341
Michigan	22,933	21,594	19,449	19,230	27,770	11,143	70,151	51,968
Minnesota	35,028	33,246	5,714	5,297	17,189	5,722	57,931	44,265
Mississippi	38,542	35,243	0	0	13,437	4,953	51,980	40,196
Missouri	20,791	19,429	2,538	2,193	23,823	10,462	47,152	32,084
Montana	12,377	11,934	15,413	14,756	5,565	470,960	33,355	497,650
Nebraska	22,966	22,139	18,010	18,010	20,218	3,517	61,195	43,665
Nevada	3,103	3,069	0	0	1,940	993	5,043	4,062
New Hampshire	234	224	6,400	6,335	5,164	926	11,798	7,485
New Jersey	0	0	0	0	326	0	326	0
New Mexico	11,722	10,761	11,770	11,029	16,830	2,453	40,322	24,243
New York	2,612	2,275	15,492	14,681	32,794	7,251	50,897	24,207
North Carolina	8,845	8,294	12,169	12,115	47,674	7,891	68,687	28,300
North Dakota	15,174	14,594	912	835	10,024	1,579	26,110	17,009
Northern Mariana Islands	43	21	46	44	0	0	89	65
Ohio	9,136	8,445	27,209	26,478	24,098	10,074	60,444	44,998
Oklahoma	30,572	29,271	0	0	26,452	5,709	57,025	34,980
Oregon	3,897	3,707	18,130	17,129	25,547	2,636	47,573	23,471
Pennsylvania	1,710	1,563	6,793	6,035	23,738	4,526	32,240	12,124
Puerto Rico	0	0	0	0	115	99	115	99
Rhode Island	0	0	0	0	145	0	145	0
South Carolina	5,271	2,112	8,763	8,282	32,819	2,193	46,854	12,587
South Dakota	10,731	10,506	4,585	4,482	11,680	1,120	26,996	16,109
Tennessee	15,768	14,325	6,834	0	12,251	4,697	34,854	19,022
Texas	81,196	67,501	15,250	0	48,254	15,131	144,700	82,632
Utah	9,930	9,053	8,815	8,176	5,888	87	24,633	17,316
Vermont	941	891	6,078	6,047	4,095	1,638	11,115	8,575
Virgin Islands	852	846	0	0	0	0	852	846
Virginia	28,680	26,327	2,698	1,965	18,475	3,714	49,854	32,007
Washington	3,180	3,020	118	117	25,258	2,831	28,557	5,968
West Virginia	8,540	6,413	7,070	5,751	5,683	3,390	21,294	15,554
Wisconsin	78,398	75,943	2,312	2,303	44,898	43,123	125,608	121,369
Wyoming	3,377	3,226	797	784	3,081	1,161	7,255	5,171
Totals	\$ 1,621,499	\$ 1,525,513	\$ 365,903	\$ 296,139	\$ 987,622	\$ 717,620	\$ 2,975,024	\$ 2,539,271

Note: Disbursements through June 30, 2020. Unlike in Table 5.1, all commitments and disbursements (if any) have been included, including those in funding year 2020. Because of the appeals process, funding commitments and disbursements may be made after the program year ended.

Source: USAC data.



Section 6 – Subscribership (Voice and Internet)

Continuing analysis of telephone subscribership statistics allows one to examine the aggregate effects of Commission actions and industry evolution on households' decisions to maintain, acquire or drop telephone service. In addition to telephone subscribership statistics, recent surveys by the Census Bureau now also provide information about the subscribership of high-speed Internet services. Starting in 2016, this section includes telephone and Internet expense statistics for lower income households. Starting in 2017, this section includes fixed broadband deployment and subscription information for ILECs. This chapter presents comprehensive data on telephone subscribership and expense statistics and information collected by the Bureau of the Census, the Bureau of Labor Statistics, and the FCC primarily through the American Community Survey (ACS), the Current Population Survey (CPS), the Consumer Expenditures Survey (CE), and FCC Form 477. The section also provides national and state-level estimates of high-speed Internet adoption based on the ACS. Along with telephone and high-speed Internet subscribership statistics for the nation and each of the states, data are provided on subscribership for various demographics. For telephone service, particular attention is given to subscribership and expenses for lower income households given the Commission's various low-income programs such as Lifeline.

To provide regular, high-quality data on telephone subscribership, the Commission requested that the Census Bureau include questions on telephone availability as part of its CPS, which monitors demographic trends between decennial censuses. The CPS is a staggered panel survey in which the people residing at selected addresses are included in the survey for four consecutive months in one year and the same four months in the following year. Use of the CPS has several advantages: it is conducted every month by an independent and expert agency, the sample is large, and the questions are consistent. Thus, changes in the results can be compared over time with a reasonable degree of confidence.

In addition to the CPS, the ACS also provides data for calculating a measure of telephone subscribership. The ACS replaced the decennial census long form and thus also provides a wealth of data and large sample sizes, though on a less frequent basis than the CPS. Whereas the CPS reports household subscribership, the ACS follows the design of past decennial censuses and reports telephone subscribership for occupied housing units. In this chapter, subscribership measures from the CPS, the ACS, and decennial censuses (prior to the ACS) are reported as complements to each other.¹⁰

Historically, the ACS provided telephone subscribership data, and since 2013 now also asks whether households have access to the Internet. The ACS asks, "At this house, apartment, or mobile home – do you or any member of this household access the Internet?" Statistics based on 2019 data from the ACS on high-speed Internet subscribership has been incorporated into this report. Since the ACS is conducted throughout the year, a 1-year average is calculated using the data.

The specific questions regarding telephone availability asked in the CPS are: "Does this house, apartment, or mobile home have telephone service from which you can both make and receive calls? Please include cell phones, regular phones, and any other type of telephone." And, if the answer to the

¹⁰ Subscribership statistics derived from the CPS cannot be directly compared with the subscribership estimates based on the responses to the long forms of the 1990 and 2000 decennial censuses or the ACS. This is due to differences in sampling techniques and survey methodologies as well as differences in the context in which the questions are asked. For example, the 2013 ACS reported 97.7% of all occupied housing units in the United States had telephone service available, whereas the March 2013 CPS data showed a household subscribership of 96.0%. This difference is statistically significant and may indicate that the CPS value is on the low side and the ACS value is on the high side, with the most probable value lying somewhere in between.

first question is “no,” this is followed up with: “Is there a telephone elsewhere on which people in this household can be called?” If the answer to the first question is “yes,” the household is counted as having a telephone “in unit.” If the answer to either the first or second question is “yes,” the household is counted as having a telephone “available.” In contrast to the CPS, the ACS in 2019 simply asks: “Does this house, apartment, or mobile home have telephone service from which you can both make and receive calls? Include cell phones.” Thus, the ACS question is most similar to the CPS’s “in unit” subscribership rather than “available.”

Although the CPS is conducted every month, not all questions are asked every month. The telephone questions are asked once every four months. The changes in the CPS estimates reflect changes over the preceding four months. Aggregated summaries of the responses are reported to the Commission, based on the surveys conducted through March, July, and November of each year. The ACS provides annual telephone subscribership statistics based on data collected monthly throughout the year.

The CPS data are based on a nationwide sample of about 50 to 60 thousand households in the 50 states and the District of Columbia. The CPS does not cover outlying areas that are not states, such as Puerto Rico, Guam, American Samoa, the Virgin Islands, and the Northern Mariana Islands.¹¹ The ACS form is sent to approximately 250 thousand addresses per month, for a total of about 3 million addresses per year. The ACS covers the states, the District of Columbia, and Puerto Rico.

The questions and answer categories used to collect ACS data on computer and Internet use were revised in 2016. The changes in high-speed Internet subscribership may be due to the revised wording and improved measurement, rather than a result of changes in the Internet use.

Section 6 also presents broadband subscription and deployment information by ILECs based on their Form 477 and study area boundary submissions. Additionally, carriers participating in modernized Connect America Fund programs must file broadband deployment data with USAC’s HUBB (High Cost Universal Broadband) portal showing where they are building out mass-market, high-speed Internet service. These deployment data have been rolled up by funding mechanism and compared against their deployment obligations.

¹¹ Annual data for Puerto Rico has been available from the ACS starting with 2005. The percentage of occupied housing units with voice service for the last five years of available data are reported in Table 6.6.

Table 6.1 – Household Voice Subscribership in the United States, 1983 – 2020

Month	Year	Households (millions)	Households with a Telephone in Unit (millions)	Percentage with Telephone in Unit	Households without a Telephone in Unit (millions)	Percentage without Telephone in Unit
November	1983	85.8	78.4	91.4	7.4	8.6
November	1984	87.4	79.9	91.4	7.5	8.6
November	1985	88.8	81.6	91.9	7.2	8.1
November	1986	89.9	83.1	92.4	6.8	7.6
November	1987	91.3	84.3	92.3	7.0	7.7
November	1988	92.6	85.7	92.5	6.9	7.5
November	1989	93.9	87.3	93.0	6.6	7.0
November	1990	94.7	88.4	93.3	6.3	6.7
November	1991	95.7	89.4	93.4	6.3	6.6
November	1992	97.0	91.0	93.8	6.0	6.2
November	1993	98.8	93.0	94.2	5.8	5.8
November	1994	99.8	93.7	93.8	6.2	6.2
November	1995	100.4	94.2	93.9	6.2	6.1
November	1996	101.3	95.1	93.9	6.2	6.1
November	1997	102.8	96.5	93.8	6.3	6.2
November	1998	104.1	98.0	94.2	6.1	5.8
November	1999	105.4	99.1	94.1	6.3	5.9
November	2000	106.5	100.2	94.1	6.3	5.9
November	2001	107.7	102.2	94.9	5.5	5.1
November	2002	109.0	104.0	95.3	5.1	4.7
November	2003	113.1	107.1	94.7	6.0	5.3
November	2004	113.8	106.4	93.5	7.4	6.5
November	2005	115.2	107.0	92.9	8.2	7.1
November	2006	116.4	108.8	93.4	7.6	6.6
November	2007	118.2	112.2	94.9	6.0	5.1
November	2008	118.6	112.7	95.0	5.9	5.0
November	2009	119.2	114.0	95.7	5.1	4.3
November	2010	119.4	114.0	95.5	5.4	4.5
November	2011	119.7	114.4	95.6	5.3	4.4
March	2012	121.9	117.0	96.0	4.9	4.0
July	2012	121.7	117.0	96.1	4.7	3.9
November	2012	122.0	116.9	95.8	5.1	4.2
March	2013	123.3	118.3	96.0	5.0	4.0
July	2013	123.1	118.3	96.1	4.8	3.9
November	2013	123.7	118.4	95.7	5.3	4.3
March	2014	124.2	119.5	96.3	4.7	3.7
July	2014	123.9	119.0	96.0	4.9	4.0
November	2014	124.8	119.9	96.1	4.9	3.9
March	2015	125.5	121.1	96.5	4.4	3.5
July	2015	125.8	121.7	96.3	4.1	3.5
November	2015	126.1	122.2	96.3	3.9	3.1
March	2016	127.2	122.7	96.5	4.5	3.5
July	2016	127.0	122.4	96.4	4.6	3.6
November	2016	127.3	122.6	96.3	4.7	3.7
March	2017	127.4	122.6	96.2	4.8	3.8
July	2017	127.5	122.9	96.4	4.6	3.6
November	2017	127.5	122.1	95.8	5.4	4.2
March	2018	128.8	124.2	96.4	4.6	3.6
July	2018	129.1	123.9	96.0	5.2	4.0
November	2018	129.4	124.2	96.0	5.2	4.0
March	2019	129.9	124.9	96.2	4.9	3.8
July	2019	129.9	124.9	96.2	4.9	3.8
November	2019	130.6	125.2	95.8	5.4	4.2
March	2020	129.3	125.4	97.0	3.9	3.0
July	2020	128.5	126.1	98.1	2.4	1.9

Source: United States Census Bureau, Current Population Survey

Table 6.2 – Household Voice Subscribership by Income, 1997 – 2020
(in 1984 Dollars)

	\$9,999 or Less	\$10,000 - \$19,999	\$20,000 - \$29,999	\$30,000 - \$39,999	\$40,000 or Greater	All Households
1997	86.0	93.0	96.5	97.6	98.2	94.0
1998	85.7	93.7	96.1	97.4	98.2	94.1
1999	85.5	92.9	96.0	97.2	98.2	94.0
2000	87.5	93.3	96.1	97.3	98.0	94.5
2001	87.6	93.4	95.9	97.1	97.8	94.4
2002	89.1	94.3	96.9	98.1	98.8	95.5
2003	89.2	94.6	97.0	98.1	98.8	95.5
2004	88.0	93.2	95.3	96.7	97.7	94.2
2005	86.4	91.2	94.1	95.2	96.0	92.5
2006	86.3	91.8	94.4	95.4	96.5	92.9
2007	88.4	94.1	95.9	96.8	97.9	94.6
2008	89.7	94.3	96.2	97.4	98.3	95.2
2009	90.4	95.2	96.6	97.3	98.3	95.6
2010	91.9	95.8	96.9	97.7	98.6	96.1
2011	91.5	95.9	96.8	97.8	98.3	95.9
2012	92.0	95.3	96.9	97.8	98.3	95.9
2013	92.6	95.6	97.0	97.2	98.3	96.0
2014	93.1	95.9	96.7	97.9	98.2	96.3
2015	93.2	96.0	97.1	97.7	98.1	96.4
2016	93.2	96.4	97.0	97.6	98.0	96.4
2017	93.1	96.0	96.9	97.5	97.8	96.3
2018	92.9	96.3	97.1	97.5	97.6	96.3
2019	93.1	96.1	96.3	97.1	97.8	96.2
2020	94.2	96.5	97.5	97.7	98.2	97.0

Notes: Income groups classified by 1984 dollars. For a conversion to current-year dollars, consult Table 6.3. Total penetration rates may differ slightly from those in Table 6.1 due to sampling differences between the March CPS and the March CPS Supplement.

Source: U.S. Census Bureau, Current Population Survey (March CPS Supplement).

Table 6.3 – Nominal Dollar Equivalents by Year

1984	\$10,000	\$20,000	\$30,000	\$40,000
1997	15,595	31,190	46,785	62,380
1998	15,809	31,618	47,427	63,236
1999	16,082	32,164	48,246	64,328
2000	16,686	33,372	50,058	66,744
2001	17,173	34,346	51,519	68,692
2002	17,427	34,854	52,281	69,708
2003	17,953	35,906	53,859	71,812
2004	18,265	36,530	54,795	73,060
2005	18,840	37,680	56,520	75,360
2006	19,474	38,948	58,422	77,896
2007	20,015	40,030	60,045	80,060
2008	20,812	41,624	62,436	83,248
2009	20,732	41,464	62,196	82,928
2010	21,212	42,423	63,635	84,846
2011	21,780	43,561	65,341	87,122
2012	22,358	44,716	67,074	89,432
2013	22,687	45,375	68,062	90,750
2014	23,031	46,061	69,092	92,122
2015	23,014	46,027	69,041	92,054
2016	23,210	46,419	69,629	92,839
2017	23,762	47,525	71,287	95,049
2018	24,323	48,646	72,969	97,292
2019	24,776	49,552	74,328	99,104
2020	25,157	50,315	75,472	100,630

Notes: All numbers based on CPI non-adjusted series, March 1984 base of 102.6. This table shows the nominal dollar equivalents for each 1984-dollar amount used in classifying income categories in Tables 6.2 and 6.8,

Table 6.4 – Historical Voice Penetration Estimates

	Percentage of Occupied Housing Units with Telephone Service ¹	Percentage of Households with Telephone Service ²
1920	35.0	
1930	40.9	
1940	36.9	
1950	61.8	
1960	78.3	
1970	90.5	
1980	92.9	
1990	94.8	93.3
2000	97.6	94.4
2001	96.9	94.9
2002	96.6	95.3
2003	96.2	95.1
2004	95.7	93.8
2005	94.8	93.1
2006	94.1	93.6
2007	94.6	94.8
2008 ³	98.2	95.2
2009	97.7	95.7
2010	97.5	95.8
2011	97.4	95.7
2012	97.4	95.9
2013	97.7	95.9
2014	97.6	96.1
2015	97.4	96.3
2016	97.0	96.4
2017	98.5	96.1
2018	98.5	96.1
2019	99.0	96.1
2020	NA ⁴	98.1

- ¹ Housing Unit penetration statistics are from the U.S. Census Bureau’s *Historical Statistics of the United States, Colonial Times to 1970*, Part 2, page 783 (1920 - 1970); the decennial censuses (1980 - 2000); and the Census Bureau’s American Community Survey (ACS) 1-year estimates (2001 - 2019).
- ² Household penetration data (1990 - 2019) are annual averages from the U.S. Census based on the Current Population Survey. For 2020, July CPS data are used.
- ³ Errata #53: released April 12, 2010, regarding 2008 ACS 1-year and 2006-2008 ACS 3-year estimates for household kitchen facilities and telephone service. Two errors were found affecting the 2008 ACS 1-year data and the 2006-2008 ACS 3-year data for telephone service. The errors involve the last two items in Question 8 on the housing section of the 2008 ACS questionnaire which asks whether the housing unit has telephone service (including cell phones). The error involved the incorrect capture of the responses to those items. It affected the estimates of householders who reported no telephone service, resulting in an underestimate of "no" responses and an increased imputation rate for both items. At the national level, the percent of households reporting no telephone service in 2008 was 1.8 percent; however, after correcting the data capture error, the percent reporting no telephone service is approximately 2.8 percent.
- ⁴ ACS statistics for 2020 are not available.

Table 6.5 – Voice Subscribership by Selected Demographic Characteristics
(Percentage of Households with Voice Service)

Characteristic	2016	2017	2018	2019	2020
Persons in Household					
1	94.6	94.1	94.3	94.3	97.5
2 - 3	97.0	96.9	96.7	96.7	98.4
4 - 5	97.3	97.2	97.3	97.1	98.2
6 +	96.2	96.0	96.5	96.3	98.0
Age of Householder					
15 - 24 Yrs Old	95.0	95.9	95.9	95.5	98.4
25 - 54 Yrs Old	96.3	96.0	96.1	96.2	98.1
55 - 59 Yrs Old	96.8	95.9	96.4	95.6	98.4
60 - 64 Yrs Old	96.7	96.6	96.3	95.9	98.0
65 - 69 Yrs Old	96.9	96.9	96.5	96.5	97.9
70 - 99 Yrs Old	96.4	95.9	95.9	95.8	98.1
Race of Householder					
White	96.7	96.5	96.5	96.4	98.2
Black	94.7	94.0	94.2	94.7	97.7
Hispanic Origin	94.7	94.4	94.4	94.2	96.9
Total United States	96.4	96.1	96.1	96.1	98.1

Note: that 2016 to 2019 values are annual averages. For 2020, values are July 2020 figures since complete 2020 figures were unavailable at the time of publication.

Source: U.S. Census Bureau, Current Population Survey.

Table 6.6 – Voice Subscribership by State, 2013 – 2019
(Percentage of Occupied Housing Units with Voice Service)

	2014	2015	2016	2017	2018	2019
Alabama	97.4	97.2	96.9	98.4	98.0	98.6
Alaska	98.1	97.3	97.5	98.9	98.7	98.6
Arizona	97.5	97.4	96.4	98.1	98.4	98.8
Arkansas	97.3	96.4	96.3	97.8	98.0	98.6
California	97.9	97.8	97.4	98.8	98.8	99.1
Colorado	97.9	97.9	96.9	98.7	98.6	99.2
Connecticut	98.5	98.5	97.9	98.9	98.9	99.2
Delaware	97.9	98.3	97.4	98.2	99.2	99.5
District of Columbia	97.6	97.2	96.4	97.0	98.8	99.0
Florida	97.1	97.1	96.4	98.3	98.4	98.8
Georgia	97.3	97.3	97.0	98.5	98.5	99.0
Hawaii	97.7	97.7	97.0	98.4	98.2	98.8
Idaho	97.3	97.3	96.4	98.2	98.4	99.3
Illinois	97.4	97.6	96.9	98.5	98.5	99.0
Indiana	97.5	97.4	97.1	98.2	98.3	98.6
Iowa	97.6	97.5	96.9	98.4	98.7	99.0
Kansas	97.4	97.1	96.4	98.0	98.5	99.1
Kentucky	97.1	97.3	97.0	98.2	98.5	98.8
Louisiana	97.0	97.2	97.0	98.0	98.2	98.8
Maine	98.1	97.6	97.6	98.5	98.7	99.0
Maryland	97.6	97.7	97.4	98.8	98.7	99.1
Massachusetts	98.2	98.1	98.1	98.9	98.8	99.2
Michigan	97.6	97.4	97.0	98.5	98.4	99.2
Minnesota	97.9	97.3	97.5	98.8	98.7	99.3
Mississippi	97.2	97.0	96.7	98.2	98.2	98.6
Missouri	97.1	97.2	96.9	98.3	98.5	99.0
Montana	97.0	97.0	96.3	97.9	97.5	98.7
Nebraska	97.7	97.3	97.2	98.6	98.5	99.1
Nevada	96.5	97.2	96.5	98.3	98.1	98.7
New Hampshire	98.3	98.3	98.2	98.9	98.9	99.1
New Jersey	98.5	97.8	97.4	99.0	98.9	99.1
New Mexico	97.2	96.6	96.2	97.6	97.8	98.5
New York	97.8	97.9	97.3	98.6	98.4	98.8
North Carolina	97.7	97.6	96.6	98.5	98.6	99.0
North Dakota	98.1	96.9	97.6	98.6	98.5	99.2
Ohio	97.3	97.3	96.7	98.6	98.6	99.0
Oklahoma	97.1	97.0	96.6	98.2	98.2	98.9
Oregon	97.6	97.3	96.7	98.7	98.9	99.2
Pennsylvania	98.2	98.0	97.7	98.5	98.6	99.0
Rhode Island	97.8	98.1	97.5	99.0	98.8	99.2
South Carolina	97.6	97.0	96.1	98.3	98.5	98.9
South Dakota	97.2	96.7	96.4	97.6	97.9	98.4
Tennessee	97.5	97.6	97.1	98.4	98.4	98.6
Texas	97.7	97.4	96.3	98.2	98.4	99.0
Utah	98.0	97.7	97.2	98.4	99.0	99.3
Vermont	98.1	97.9	97.2	98.6	98.0	98.7
Virginia	98.1	97.6	97.5	98.9	98.9	99.2
Washington	97.6	97.5	97.0	99.0	98.7	99.1
West Virginia	96.9	97.3	96.9	97.1	98.4	98.5
Wisconsin	97.7	97.3	97.0	98.4	98.4	98.9
Wyoming	97.9	97.4	97.1	98.9	98.9	99.1
Total United States	97.6	97.4	97.0	98.5	98.5	99.0
Puerto Rico	94.3	95.5	96.0	96.0	95.8	96.5

Note: 'Total United States' does not include Puerto Rico.

Source: Census Bureau, Table DP04.

Table 6.7 – Voice Penetration by State, Selected Years
(Percentage of Households with a Telephone in Unit)

	1984	1996	2000	2010	2019
Alabama	88.4	92.2	91.9	95.2	97.3
Alaska	86.5	94.4	94.3	97.1	97.3
Arizona	86.9	93.1	93.9	95.2	96.9
Arkansas	86.6	86.9	88.6	93.4	91.7
California	92.5	95.0	95.8	96.4	93.8
Colorado	93.2	95.5	96.3	97.7	97.1
Connecticut	95.5	97.5	96.4	97.9	98.6
Delaware	94.3	96.1	96.3	97.4	98.6
District of Columbia	94.9	93.0	93.2	91.1	98.3
Florida	88.7	93.1	92.1	93.7	93.0
Georgia	86.2	89.7	91.1	93.0	96.0
Hawaii	93.5	94.8	94.7	95.7	95.0
Idaho	90.7	92.9	93.9	97.9	97.5
Illinois	94.2	93.0	91.5	95.2	96.8
Indiana	91.6	93.7	94.5	92.5	95.7
Iowa	96.2	96.6	96.2	97.7	98.0
Kansas	94.3	93.9	94.8	97.5	98.6
Kentucky	88.1	92.3	93.3	95.0	94.3
Louisiana	89.7	91.1	92.6	96.5	95.8
Maine	93.4	96.5	97.9	98.2	97.4
Maryland	95.7	96.7	95.0	96.2	96.4
Massachusetts	95.9	95.7	94.6	97.6	98.4
Michigan	92.8	95.0	95.0	96.8	97.6
Minnesota	95.8	97.1	97.4	98.5	98.1
Mississippi	82.4	87.5	89.2	96.0	96.0
Missouri	91.5	95.3	95.8	96.1	98.4
Montana	91.0	94.3	94.6	94.9	97.2
Nebraska	95.7	96.0	97.3	95.6	98.2
Nevada	90.4	93.5	94.0	96.6	94.7
New Hampshire	94.3	96.1	97.7	98.2	98.9
New Jersey	94.8	93.6	94.6	95.9	90.5
New Mexico	82.0	86.2	91.2	92.4	93.5
New York	91.8	93.4	95.1	94.8	94.3
North Carolina	88.3	93.5	93.9	95.5	96.3
North Dakota	94.6	96.3	95.8	98.5	97.8
Ohio	92.4	94.5	94.8	96.7	98.2
Oklahoma	90.3	91.3	91.2	95.7	96.7
Oregon	90.6	96.0	94.8	97.6	97.7
Pennsylvania	94.9	96.9	96.6	98.2	98.2
Rhode Island	93.6	95.7	94.9	97.2	95.9
South Carolina	83.7	91.3	93.2	94.3	95.3
South Dakota	93.2	93.3	94.3	97.8	97.0
Tennessee	88.5	94.0	95.5	92.2	96.6
Texas	88.4	91.0	93.5	95.2	97.7
Utah	92.5	96.7	95.9	96.7	95.5
Vermont	92.3	95.9	95.6	98.1	98.0
Virginia	93.1	94.9	95.4	95.3	95.4
Washington	93.0	94.5	94.9	98.1	98.2
West Virginia	87.7	92.9	94.0	96.2	97.6
Wisconsin	95.2	97.0	94.8	98.3	97.6
Wyoming	89.9	95.0	94.7	97.3	95.6
Total United States	91.6	93.9	94.4	95.8	96.1

Source: U.S. Census Bureau, Current Population Survey.

Table 6.8 – Household Voice Penetration by State and Income, 2019
(in 1984 Dollars)

	\$9,999 or Less	\$10,000 to \$19,999	\$19,999 to \$29,999	\$30,000 to \$39,999	\$40,000 or More	All Households
Alabama	95.3	98.2	98.4	99.2	99.6	98.1
Alaska	96.2	98.9	98.8	98.8	98.9	98.5
Arizona	94.8	98.3	98.1	100.0	99.6	98.4
Arkansas	91.7	92.3	96.7	96.0	94.5	93.9
California	91.6	95.0	95.6	96.6	98.0	95.9
Colorado	96.4	96.2	98.9	99.2	99.7	98.4
Connecticut	99.4	96.5	98.7	100.0	99.6	99.0
Delaware	95.9	96.1	99.4	100.0	99.4	98.4
District of Columbia	95.7	96.7	99.2	98.9	99.4	98.3
Florida	90.6	93.5	94.8	94.2	94.9	93.6
Georgia	92.8	97.4	99.5	98.4	97.2	96.8
Hawaii	93.1	96.4	97.4	97.2	98.6	97.2
Idaho	95.4	98.6	97.0	97.7	99.3	97.9
Illinois	97.0	98.4	99.0	98.9	99.2	98.6
Indiana	94.0	96.0	96.6	98.0	99.0	96.9
Iowa	97.0	99.3	98.9	98.7	99.4	98.8
Kansas	98.5	97.9	100.0	99.0	98.4	98.7
Kentucky	87.7	94.9	89.2	94.5	96.6	92.6
Louisiana	94.3	97.0	98.1	97.0	98.6	96.9
Maine	97.7	100.0	100.0	100.0	100.0	99.6
Maryland	100.0	97.6	97.6	98.3	98.1	98.2
Massachusetts	96.3	99.6	98.3	98.7	99.0	98.5
Michigan	95.2	99.2	98.5	97.4	99.7	98.3
Minnesota	98.3	99.3	100.0	99.0	99.8	99.4
Mississippi	94.5	97.4	99.2	97.8	97.1	96.8
Missouri	98.9	98.5	98.2	100.0	98.8	98.8
Montana	97.7	99.2	100.0	99.1	99.5	99.1
Nebraska	97.3	98.3	100.0	100.0	99.5	99.1
Nevada	93.1	97.0	99.0	94.4	98.4	96.8
New Hampshire	100.0	98.8	100.0	97.5	99.8	99.4
New Jersey	79.8	86.3	92.1	90.6	95.0	90.4
New Mexico	88.4	93.5	96.3	93.9	95.6	93.3
New York	92.9	92.3	95.0	93.0	96.8	94.5
North Carolina	94.6	98.2	97.5	98.9	98.2	97.5
North Dakota	95.2	98.0	100.0	100.0	98.9	98.5
Ohio	94.1	97.0	99.2	99.6	98.6	97.6
Oklahoma	96.0	99.7	99.3	100.0	99.0	98.8
Oregon	97.7	100.0	100.0	99.2	99.0	99.2
Pennsylvania	97.8	98.2	99.5	99.7	99.8	99.1
Rhode Island	93.2	96.7	100.0	100.0	99.4	97.9
South Carolina	93.9	95.9	98.9	97.8	96.4	96.4
South Dakota	92.3	97.1	97.6	100.0	98.7	97.3
Tennessee	97.1	96.2	97.6	100.0	97.9	97.5
Texas	96.6	98.7	98.5	98.8	99.2	98.5
Utah	98.2	94.8	97.1	95.9	96.5	96.4
Vermont	98.5	98.0	100.0	100.0	100.0	99.4
Virginia	93.3	93.4	93.2	98.9	97.0	95.5
Washington	98.6	98.4	99.1	100.0	99.8	99.3
West Virginia	96.7	98.2	99.7	98.8	99.6	98.4
Wisconsin	97.5	98.0	99.1	100.0	100.0	99.0
Wyoming	96.4	98.6	97.5	96.6	97.5	97.4
Total United States	94.2	96.5	97.5	97.7	98.2	97.0

Note: Income categories use 1984 dollars. For a conversion to current-year dollars, consult Table 6.3.

Source: U.S. Census Bureau, Current Population Survey (March CPS Supplement).

Table 6.9 – Internet Use by Selected Characteristics, 2019

	Percent with high-speed Internet subscription¹
All Households	86.4
Household Income²	
Less than \$20,000	64.2
\$20,000 - \$74,999	84.1
\$75,000 or more	95.6
Metropolitan Status³	
Metropolitan Area	87.6
Nonmetropolitan Area	79.4
Urban / Rural Area³	
Rural Area	82.3
Urban Area	87.4
All Individuals	89.4
Age⁴	
Under 18	92.6
18 - 64	91.3
65 +	78.0
Race and Hispanic Origin⁵	
White alone, non-Hispanic	90.1
Black alone, non-Hispanic	83.9
Asian alone, non-Hispanic	94.9
Hispanic (of any race)	87.6
American Indian	77.9

¹ High-speed service includes all Internet service other than dial-up.

² Source: Census Bureau, Table B28004

³ Source: Census Bureau, Table B28002

⁴ Source: Census Bureau, Table B28005

⁵ Source: Census Bureau, Tables B28009 (A, B, C, D, and I)

Table 6.10 – High-Speed Internet Penetration for Households by State, 2015 – 2019¹

	2015	2016	2017	2018	2019
Alabama	68.3	74.7	78.1	79.3	81.6
Alaska	81.7	85.7	86.1	87.5	87.8
Arizona	78.1	83.1	85.7	86.2	87.2
Arkansas	64.2	70.9	73.0	76.9	79.8
California	81.3	85.4	87.7	88.7	89.8
Colorado	83.0	86.9	88.2	89.4	91.0
Connecticut	82.0	84.1	85.5	87.0	88.5
Delaware	77.4	83.3	86.2	88.4	88.8
District of Columbia	76.8	79.8	82.7	86.1	87.3
Florida	77.5	81.2	83.2	85.2	86.8
Georgia	74.8	80.7	82.7	83.7	85.0
Hawaii	82.2	83.2	84.5	85.7	88.0
Idaho	76.7	79.4	82.5	86.2	88.4
Illinois	76.9	82.0	83.6	85.1	86.0
Indiana	73.3	79.2	81.2	82.8	83.9
Iowa	75.0	79.6	81.8	83.6	83.9
Kansas	76.2	80.3	83.0	84.3	85.2
Kentucky	70.9	77.3	78.9	81.7	83.1
Louisiana	68.7	74.4	75.6	78.1	80.6
Maine	77.1	80.7	82.0	84.0	84.9
Maryland	81.4	85.8	87.7	88.2	89.1
Massachusetts	82.6	85.5	86.8	87.9	88.9
Michigan	74.4	80.5	82.8	84.1	85.9
Minnesota	79.5	83.5	85.9	86.8	87.9
Mississippi	61.0	70.7	73.4	76.3	76.8
Missouri	73.3	79.3	81.3	82.9	84.8
Montana	75.0	78.9	81.3	83.6	85.0
Nebraska	78.1	81.6	84.4	85.7	87.0
Nevada	79.0	80.9	83.4	85.9	85.6
New Hampshire	84.5	86.4	88.4	89.1	89.2
New Jersey	81.6	84.2	86.8	88.0	89.4
New Mexico	67.2	73.7	76.4	76.9	78.5
New York	77.8	81.7	83.4	85.3	86.2
North Carolina	74.1	79.0	81.6	83.5	85.3
North Dakota	76.3	81.4	81.3	80.3	84.1
Ohio	76.1	80.9	83.2	84.5	85.4
Oklahoma	70.8	77.2	79.7	81.9	83.6
Oregon	80.8	84.9	86.8	87.9	89.0
Pennsylvania	75.7	80.5	81.5	84.1	85.6
Rhode Island	78.2	82.8	85.5	85.3	87.7
South Carolina	69.9	77.0	79.2	81.5	82.7
South Dakota	75.3	79.5	80.6	82.1	85.0
Tennessee	70.2	76.7	79.4	82.1	83.0
Texas	74.3	80.5	83.3	84.5	86.3
Utah	83.1	85.4	87.8	90.0	90.8
Vermont	78.7	81.1	81.4	82.5	83.4
Virginia	78.6	83.4	84.8	85.6	86.7
Washington	83.9	87.4	89.1	90.0	91.2
West Virginia	69.8	74.2	76.0	79.0	81.0
Wisconsin	76.9	81.3	83.3	84.4	86.0
Wyoming	77.8	83.2	83.7	85.7	87.8
Total United States	76.7	81.4	83.5	85.1	86.4
Puerto Rico	51.8	59.3	60.9	62.2	68.2

¹ High-speed Internet service includes all Internet service other than dial-up.

Source: Census Bureau, Table B28002

Table 6.11 – Residential Fixed Connections per Household by Speed Tier – December 31, 2019
(Households and Subscribers in thousands)

	Households	At least 200 Kbps in any direction		10 Mbps Download 1 Mbps upload		25 Mbps Download 3 Mbps Upload		100 Mbps Download 10 Mbps Upload	
		Subscribers	Ratio	Subscribers	Ratio	Subscribers	Ratio	Subscribers	Ratio
Alabama	1,860	1,429	0.77	1,235	0.66	1,020	0.55	746	0.40
Alaska	253	207	0.82	183	0.72	133	0.53	*	*
American Samoa	10	*	*	*	*	*	*	0	0.00
Arizona	2,524	2,275	0.90	1,993	0.79	1,797	0.71	1,202	0.48
Arkansas	1,152	816	0.71	673	0.58	514	0.45	287	0.25
California	12,965	11,712	0.90	11,008	0.85	9,732	0.75	6,510	0.50
Colorado	2,113	1,992	0.94	1,749	0.83	1,594	0.75	739	0.35
Connecticut	1,367	1,244	0.91	1,174	0.86	995	0.73	673	0.49
Delaware	358	356	0.99	345	0.96	333	0.93	191	0.53
District of Columbia	281	262	0.93	252	0.90	238	0.85	154	0.55
Florida	7,622	7,649	1.00	7,213	0.95	6,302	0.83	4,824	0.63
Georgia	3,709	3,206	0.86	2,919	0.79	2,412	0.65	1,779	0.48
Guam	42	*	*	*	*	*	*	*	*
Hawaii	457	465	1.02	447	0.98	*	*	*	*
Idaho	618	527	0.85	396	0.64	315	0.51	151	0.24
Illinois	4,830	3,978	0.82	3,650	0.76	2,940	0.61	2,118	0.44
Indiana	2,554	2,051	0.80	1,812	0.71	1,453	0.57	1,008	0.39
Iowa	1,257	990	0.79	803	0.64	688	0.55	359	0.29
Kansas	1,125	925	0.82	820	0.73	665	0.59	452	0.40
Kentucky	1,729	1,376	0.80	1,199	0.69	1,011	0.58	727	0.42
Louisiana	1,736	1,323	0.76	1,186	0.68	978	0.56	682	0.39
Maine	557	518	0.93	450	0.81	358	0.64	277	0.50
Maryland	2,193	2,058	0.94	1,973	0.90	1,851	0.84	1,115	0.51
Massachusetts	2,602	2,438	0.94	2,347	0.90	2,274	0.87	1,380	0.53
Michigan	3,910	3,183	0.81	2,897	0.74	2,423	0.62	1,799	0.46
Minnesota	2,168	1,843	0.85	1,578	0.73	1,401	0.65	771	0.36
Mississippi	1,106	729	0.66	602	0.54	418	0.38	217	0.20
Missouri	2,396	1,913	0.80	1,631	0.68	1,359	0.57	1,024	0.43
Montana	423	348	0.82	285	0.67	243	0.57	191	0.45
Nebraska	754	627	0.83	557	0.74	467	0.62	355	0.47
Nevada	1,076	984	0.91	920	0.86	814	0.76	635	0.59
New Hampshire	528	520	0.98	484	0.92	443	0.84	237	0.45
New Jersey	3,213	3,005	0.94	2,920	0.91	2,838	0.88	2,092	0.65
New Mexico	776	609	0.78	461	0.59	380	0.49	148	0.19
New York	7,317	6,383	0.87	6,209	0.85	5,833	0.80	5,114	0.70
North Carolina	3,919	3,518	0.90	3,130	0.80	2,847	0.73	2,319	0.59
North Dakota	315	277	*	262	0.83	243	0.77	190	0.60
Northern Mariana Isl.	16	*	*	*	*	*	*	0	0.00
Ohio	4,654	3,855	0.83	3,495	0.75	2,917	0.63	2,165	0.47
Oklahoma	1,475	1,094	0.74	926	0.63	754	0.51	496	0.34
Oregon	1,592	1,406	0.88	1,236	0.78	1,113	0.70	564	0.35
Pennsylvania	5,025	4,300	0.86	3,951	0.79	3,642	0.72	2,140	0.43
Puerto Rico	1,205	471	0.39	358	0.30	206	0.17	*	*
Rhode Island	411	373	0.91	369	0.90	358	0.87	299	0.73
South Carolina	1,895	1,657	0.87	1,518	0.80	1,283	0.68	988	0.52
South Dakota	342	282	0.82	267	0.78	245	0.72	174	0.51
Tennessee	2,567	2,082	0.81	1,904	0.74	1,593	0.62	1,230	0.48
Texas	9,553	8,256	0.86	7,685	0.80	6,618	0.69	4,570	0.48
Utah	958	883	0.92	779	0.81	687	0.72	323	0.34
Vermont	260	248	0.95	204	0.78	165	0.63	79	0.30
Virgin Islands	43	*	*	17	0.40	*	*	*	*
Virginia	3,128	2,709	0.87	2,507	0.80	2,339	0.75	1,569	0.50
Washington	2,800	2,583	0.92	2,304	0.82	2,108	0.75	1,026	0.37
West Virginia	735	515	0.70	404	0.55	335	0.46	196	0.27
Wisconsin	2,343	1,962	0.84	1,745	0.74	1,453	0.62	1,137	0.49
Wyoming	231	194	0.84	163	0.71	147	0.64	98	0.42
Total	121,046	104,680	0.86	95,637	0.79	83,724	0.69	58,040	0.48

Note: **Mbps** = megabits per second and **kbps** = kilobits per second. * = Data withheld to maintain firm confidentiality.

Note: Column **Ratio** = The ratio of the reported number of fixed residential connections (from FCC Form 477) to the estimated number of households (from the 5-year ACS). This is a loose estimate of the share of households with fixed-location connections and is not bounded by 1—the numerator and denominator of this ratio are both themselves estimates and come from different sources.

Note: Figures may not sum to totals due to rounding.

Sources: FCC Form 477 (Connections); 2013-2017 ACS 5 -Year Estimates (Households for the fifty states, District of Columbia and Puerto Rico) Census 2010 (Housing Units for Puerto Rico, American Samoa, Guam, Northern Mariana Islands and U.S. Virgin Islands).

Table 6.12 – Telephone Service, Internet Access, Telephone Expenses, and Internet Expenses in Low-Income Households, 2019

Percent of Low-Income Households with Telephone / Internet Services		
	Low-Income Group 1	Low-Income Group 2
Telephone Service	97.2	98.4
Internet Access	73.9	80.5

Low-Income Household Expenses for Telephone/Cellular Phone/Internet Services as a Percent of Income After Taxes		
	Low-Income Group 1	Low-Income Group 2
Telephone Expenses¹		
All	3.0	3.2
With Expenses Only	3.3	3.6
Cellular Phone Expenses		
All	2.5	2.7
With Expenses Only	2.8	3.0
Internet Expenses		
All	1.2	1.3
With Expenses Only	1.6	1.9

All statistics between group 1 and group 2 are statistically significantly different at a confidence level of 99.9%.

¹ The telephone expenses include residential phone service, VOIP, phone cards, and cellular phone service.

Note: Group 1 contains occupied housing units where the household income is less than or equal to 135% of the 2020 Federal Poverty Guideline for the household. Group 2 contains occupied housing units where household income is greater than 135% of the Federal Poverty Guideline, but less than or equal to 200% of the Federal Poverty Guideline for that Household.

Note: Expenses are calculated for everyone in the income groups (All) and for only those who have telephone or internet expenses in the income groups (With Expenses Only).

Note: The 2016 Lifeline Modernization Order included affordability of voice and broadband service as a component of the program’s goals and directed WCB (Wireline Competition Bureau) to measure the extent to which voice and broadband service expenditures exceed two percent of low-income consumers’ disposable household income as compared to the next highest income group. *Lifeline and Link Up Reform and Modernization, et al.*, WC Docket No. 11-42 et al., Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962, 4112, para. 408 (2016).

Source: American Community Survey 2019 Public Use Microdata Sample (PUMS) data for telephone service and internet access and Consumer Expenditure Survey 2019 public-use microdata (PUMD) for telephone and internet expenses and after-tax income.

Table 6.13 – Switched Access Lines and Interconnected VoIP Subscribers for ILECs
(in Thousands)

	Rate-of-Return Carriers			Price Cap Carriers	Total
	Total	A-CAM/Alaska Plan Estimate ¹	Legacy Estimate ¹		
December 2010	4,635			92,862	97,497
December 2011	4,495			84,932	89,427
December 2012	4,268			77,846	82,114
December 2013	4,123			70,959	75,082
December 2014	3,858			65,566	69,424
December 2015	3,749			59,930	63,680
December 2016	3,697	35%	65%	54,564	58,262
December 2017	3,553	34%	66%	49,468	53,022
December 2018	3,377	31%	69%	43,878	47,256
December 2019	3,185	41%	59%	39,022	42,207

¹ A-CAM and Legacy Carrier lines are estimated based on data from NECA's Annual USF filing. A-CAM II carriers are included in legacy carriers prior to 2019 and in A-CAM/Alaska Plan carriers beginning in 2019

Notes: ILEC stands for Incumbent Local Exchange Carrier. A-CAM stands for Alternative Connect America Cost Model. Data from 2014-2018 may be revised from earlier Monitoring Reports due to respondents' refile Form 477.

Source: FCC Form 477 Submissions.

Table 6.14 – Fixed Connections for ILECs
(in Thousands)

Rate-of-Return Carriers	Residential	Business	Total
At Least 4 Mbps			
December 2015	1,355	146	1,500
December 2016	1,599	164	1,764
December 2017	1,815	191	2,005
December 2018	2,083	211	2,294
December 2019	2,277	222	2,498
At Least 10 Mbps			
December 2015	853	90	943
December 2016	1,120	114	1,234
December 2017	1,421	150	1,571
December 2018	1,753	177	1,930
December 2019	2,023	196	2,219
At Least 25 Mbps			
December 2015	264	22	286
December 2016	417	35	452
December 2017	715	61	776
December 2018	1,016	90	1,106
December 2019	1,343	121	1,464

Price Cap Carriers	Residential	Business	Total
At Least 4 Mbps			
December 2015	19,169	1,426	20,595
December 2016	20,692	1,550	22,242
December 2017	22,277	1,694	23,972
December 2018	23,454	1,762	25,216
December 2019	23,879	1,772	25,650
At Least 10 Mbps			
December 2015	16,430	1,211	17,641
December 2016	17,946	1,338	19,284
December 2017	19,972	1,505	21,477
December 2018	21,522	1,596	23,119
December 2019	22,309	1,635	23,945
At Least 25 Mbps			
December 2015	7,282	511	7,794
December 2016	8,904	576	9,480
December 2017	12,350	754	13,104
December 2018	14,976	913	15,888
December 2019	16,702	999	17,701

Notes: ILEC stands for Incumbent Local Exchange Carrier. All connections below 25 Mbps have a minimum upstream speed of 1 Mbps. All connections with at least 25 Mbps have a minimum upstream of 3 Mbps. Data from 2014 - 2018 may be revised from the 2019 Monitoring Report due to respondents' refiling of Form 477. Figures may not sum to totals due to rounding.

Source: FCC Form 477 Submissions.

Table 6.15 – Fixed Deployments for ILECs
(in Thousands)

Rate-of-Return Carriers	# of Deployed Census Blocks	Population in Deployed Census Blocks	Housing Units in Deployed Census Blocks
At Least 4 Mbps			
December 2015	854	9,549	4,463
December 2016	894	9,996	4,685
December 2017	926	10,300	4,833
December 2018	940	10,358	4,853
December 2019	987	10,810	5,071
At Least 10 Mbps			
December 2015	733	8,730	4,057
December 2016	788	9,349	4,363
December 2017	839	9,767	4,573
December 2018	859	9,848	4,620
December 2019	936	10,566	4,953
At Least 25 Mbps			
December 2015	435	5,593	2,594
December 2016	499	6,512	3,035
December 2017	571	7,227	3,379
December 2018	606	7,617	3,557
December 2019	724	8,798	4,111

Price Cap Carriers	# of Deployed Census Blocks	Population in Deployed Census Blocks	Housing Units in Deployed Census Blocks
At Least 4 Mbps			
December 2015	2,990	189,794	79,810
December 2016	3,615	209,928	88,054
December 2017	3,954	228,951	96,385
December 2018	3,931	229,421	96,704
December 2019	4,162	235,443	99,180
At Least 10 Mbps			
December 2015	2,904	187,939	78,990
December 2016	3,361	200,943	84,327
December 2017	3,791	224,541	94,470
December 2018	3,783	225,864	95,137
December 2019	4,083	233,514	98,327
At Least 25 Mbps			
December 2015	942	69,608	28,865
December 2016	1,842	144,462	59,386
December 2017	2,167	165,184	68,091
December 2018	2,284	172,972	71,625
December 2019	2,548	183,494	76,099

Note: ILEC stands for Incumbent Local Exchange Carrier. All connections below 25 Mbps have a minimum upstream speed of 1 Mbps. All connections of at least 25 Mbps have a minimum upstream of 3 Mbps.

Note: December 2019 data based upon updated Study Area Boundaries.

Source: FCC Form 477 Submissions.

Table 6.16 – Overview of Broadband Deployment by High-Cost Support Mechanism

Fund	Obligations by speed class ¹					Deployments by speed class ¹				Percent Complete ³
	4/1	10/1	25/3 +	Subtotal	Reasonable Request	4/1	10/1	25/3 +	Total ²	
ACAM	27,150	174,300	459,295	660,745	66,372	43,177	145,974	222,405	320,304	48.5%
ACAMII	24,042	0	363,452	387,494	67,840	1,306	19,829	62,708	63,058	16.3%
AK PLAN	1,268	12,414	49,665	63,347	0	841	2,657	24,921	26,269	41.5%
CAF BLS	0	0	474,207	474,207	0	2,489	38,399	291,491	185,082	39.0%
CAFII	0	3,655,908	0	3,655,908	0	0	3,011,910	251,834	3,134,817	85.7%
RBE	0	1,679	25,211	26,890	0	0	1,445	29,119	24,497	91.1%

¹ Obligations and deployment speeds have been condensed into the three speed classes in this table to make the data more presentable. Actual obligation and deployment speeds for each study area are listed in Supplemental Table S.6.7. Data from CAFII Auctions, Uniendo a Puerto Rico and Connect USVI Fund Stage 2 Competition are not included because the carriers have not yet reached an interim deployment obligation.

² SACs may satisfy slower speed class obligations with higher speed deployments. Where SACs have deployed more than their required obligations for a given speed class, only the required deployments are included in the total.

³ Percent Complete equals total deployment over subtotal of obligations.

Source: USAC HUBB Data as of Dec. 2, 2020. A SAC's deployment data must be reported into the HUBB by March 1 of the year following the deployment.

Table 6.17 – High Cost Supported Broadband Deployment by State

State	Obligations by speed class ¹					Deployments by speed class ¹				Percent Complete ³
	4/1	10/1	25/3 +	Subtotal	Reasonable Request	4/1	10/1	25/3 +	Total ²	
Alabama	165	129,944	33,336	163,445	299	158	122,407	12,573	129,737	79.4%
Alaska	1,614	47,612	53,443	102,669	1,043	3,068	15,678	29,924	44,565	43.4%
American Samoa	234	0	3,831	4,065	234	0	0		0	0.0%
Arizona	1,121	49,431	19,042	69,594	3,370	447	48,561	3,536	42,340	60.8%
Arkansas	538	135,607	29,902	166,047	1,237	3,804	103,938	23,208	121,430	73.1%
California	303	233,015	18,886	252,204	916	551	190,234	3,990	191,627	76.0%
Colorado	1,441	55,492	11,678	68,611	4,359	216	46,207	4,814	51,017	74.4%
Connecticut	0	1,388	0	1,388	0	0	1,363	0	1,363	98.2%
Florida	35	82,784	3,211	86,030	38	0	84,140	19,341	77,327	89.9%
Georgia	402	136,791	40,839	178,032	407	868	102,713	62,716	140,248	78.8%
Guam	0	0	10,972	10,972	0	0	0	3,880	3,880	35.4%
Hawaii	0	11,081	0	11,081	0	0	17,322	0	11,081	100.0%
Idaho	769	26,439	13,569	40,777	2,318	590	20,858	4,481	25,507	62.6%
Illinois	1,397	95,482	25,042	121,921	3,671	143	74,426	18,119	85,084	69.8%
Indiana	28	136,313	37,963	174,304	30	1,285	121,679	13,908	127,869	73.4%
Iowa	3,096	95,615	69,857	168,568	7,761	1,262	60,741	48,712	101,945	60.5%
Kansas	1,673	67,347	30,001	99,021	5,033	478	60,857	5,725	66,205	66.9%
Kentucky	41	153,489	26,607	180,137	41	0	127,156	67,936	152,129	84.5%
Louisiana	89	100,033	19,744	119,866	270	0	86,629	2,212	88,841	74.1%
Maine	360	36,820	16,443	53,623	592	0	26,817	7,641	34,053	63.5%
Maryland	0	0	815	815	0	0	0		0	0.0%
Massachusetts	0	4	12	16	0	0	1	0	1	6.3%
Michigan	1,190	189,056	34,262	224,508	2,940	4,874	167,128	16,022	175,407	78.1%
Minnesota	5,833	182,547	111,102	299,482	11,173	1,056	145,706	39,762	176,701	59.0%
Mississippi	579	149,787	30,735	181,101	1,464	1,906	132,087	16,163	133,660	73.8%
Missouri	1,955	190,034	40,672	232,661	5,382	568	143,800	32,997	170,365	73.2%
Montana	3,264	46,063	30,147	79,474	9,780	423	44,630	14,444	57,084	71.8%
Nebraska	3,123	45,554	25,070	73,747	9,389	2,084	30,591	25,056	54,608	74.0%
Nevada	295	7,361	4,301	11,957	815	210	7,150	5,436	10,533	88.1%
New Hampshire	7	13,413	2,663	16,083	9	2	14,154	3,599	14,413	89.6%
New Jersey	0	1,881	300	2,181	0	1	2,132	0	1,881	86.2%
New Mexico	825	35,429	12,867	49,121	2,482	705	36,557	7,933	35,799	72.9%
New York	189	63,970	31,737	95,896	195	113	42,906	43,804	74,505	77.7%
North Carolina	0	68,267	25,353	93,620	0	32	76,982	18,124	78,081	83.4%
North Dakota	4,046	9,073	42,803	55,922	11,801	0	7,726	15,889	17,985	32.2%
Northern Mariana Islands	0	11,143	0	11,143	0	0	9,210	2,575	11,143	100.0%
Ohio	96	168,143	12,587	180,826	101	412	136,089	12,312	143,524	79.4%
Oklahoma	2,871	29,975	57,794	90,640	7,349	12,554	31,047	27,221	44,256	48.8%
Oregon	1,206	53,379	21,452	76,037	2,745	1,238	44,074	12,705	53,477	70.3%
Pennsylvania	42	78,778	17,407	96,227	44	54	63,945	31,835	84,769	88.1%
South Carolina	131	50,897	54,605	105,633	134	78	49,982	32,688	65,836	62.3%
South Dakota	4,331	18,424	46,916	69,671	13,002	605	13,962	13,756	24,321	34.9%
Tennessee	239	97,884	59,031	157,154	243	187	88,068	32,007	108,014	68.7%
Texas	4,188	225,029	76,048	305,265	12,361	6,031	189,492	93,380	256,100	83.9%
Utah	1,299	15,104	13,055	29,458	3,905	1,311	12,935	14,604	17,781	60.4%
Vermont	5	28,551	9,913	38,469	7	0	26,523	4,567	29,848	77.6%
Virginia	372	55,806	24,103	80,281	766	4	48,310	6,279	52,945	65.9%
Washington	323	83,597	11,286	95,206	767	122	71,733	4,732	74,955	78.7%
West Virginia	434	89,864	8,961	99,259	525	159	73,100	3,317	75,969	76.5%
Wisconsin	923	238,746	88,252	327,921	1,038	85	196,806	15,503	209,678	63.9%
Wyoming	1,388	1,859	13,215	16,462	4,176	129	1,662	3,052	4,140	25.1%
Nationwide	52,460	3,844,301	1,371,830	5,268,591	134,212	47,813	3,220,214	882,478	3,754,027	71.3%

- ¹ Obligations and deployment speeds have been condensed into the three speed classes in this table to make the data more presentable. Actual obligation and deployment speeds for each study area are listed in Supplemental Table S.6.7. This table includes information for ACAM, ACAMII, AK Plan, CAF BLS, CAF II Model and RBE. Data from CAFII Auctions, Uniendo a Puerto Rico and Connect USVI Fund Stage 2 Competition are not included because the carriers have not yet reached an interim deployment obligation.
- ² SACs may satisfy slower speed class obligations with higher speed deployments. Where SACs have deployed more than their required obligations for a given speed class, only the required deployments are included in the total.
- ³ Percent Complete equals total deployment over subtotal of obligations.

Source: USAC HUBB Data as of Dec. 2, 2020. A SAC's deployment data must be reported into the HUBB by March 1 of the year following the deployment.



Section 7 – Price Indices

This section contains information on telephone price indices using data from the Consumer Price Index (CPI) maintained by the Bureau of Labor Statistics (BLS). The BLS collects information on telephone service as part of the CPI.¹² The monthly price indices represent prices sampled in the middle of the month.

The CPI for telephone services is based on a “market basket” intended to represent the telephone-related expenditures of a typical urban household. It includes both land-line telephone service and wireless telephone service. In January 2010, BLS discontinued collecting four land-line telephone indices, including local charges, long distance charges, interstate toll calls, and intrastate toll calls. These four indices were combined into a single land-line telephone service index, which began in December 2009.

The Producer Price Index (PPI), also published by BLS, continues to release sub-indices for telephone services. We no longer include them in this report because they have become less meaningful as the bundling of telephone services has become more common in the land-line telephone industry.¹³

¹² BLS publishes two sets of Consumer Price Indices. The CPI-U, used herein, is based on expenditures of all urban consumers. The CPI-W series is based on expenditures of urban wage earners and clerical workers. Monthly CPI data can be found on the Internet at www.bls.gov/cpi/.

¹³ PPI data are available on the BLS website at www.bls.gov/ppi/.

Table 7.1 – Long-Term Changes for Various Price Indices
(Compounded Average Percentage Growth Rate)

	1970 - 2019	2009 - 2019
CPI All Items (SA0)	3.9	1.8
CPI All Services (SAS)	4.7	2.3
CPI Telephone Services (SEED)	1.4	- 1.1
CPI Major Categories:		
- Food & Beverages (SAF)	3.8	1.6
- Housing (SAH)	4.2	2.0
- Apparel (SAA)	1.4	0.2
- Transportation (SAT)	3.6	2.2
- Medical Care (SAM)	5.7	3.0
- Recreation (SAR)	*	0.6
- Other Goods & Services (SAG)	5.0	2.4
CPI Public Transportation (SETG)	4.2	0.5
CPI Utility (Piped) Gas Service (SEHF02)	4.5	- 2.6
CPI Electricity (SEHF01)	3.9	1.0
CPI Water & Sewerage Maint. (SEHG01)	5.9	4.8
CPI Postage (SEEC01)	4.5	3.3

* Series not established until after 1969.

Note: The CPI Telephone Services index was revised in December of 1997. To calculate values in this table, Series MUUR0000SE270A is used for periods prior to this revision and CUUR0000SEED is used for periods after the revision. After each row, the series ID is provided and should be preceded by CUUR0000 when referencing the series.

Note: The Compound Annual Growth Rate is a smoothed rate of growth calculated in three steps. First, divide the ending value by the beginning value. Second, raise the result of that division to a power equal to one divided by the number of years in the period. Finally, subtract 1 from the result of the second step.

Source: Bureau of Labor Statistics.

Table 7.2 – Annual Changes in CPI Telephone Services and all Items Indices

	All Goods and Services	Telephone Services	Land-line Telephone Services	Wireless Telephone Services
BLS Series ID	CURR0000SA0	CUUR0000SEED	CUUR0000SEED04	CUUR0000SEED03
2000	3.4	-2.3	*	-12.3
2001	1.6	1.3	*	-5.5
2002	2.4	0.2	*	0.3
2003	1.9	-2.7	*	-1.3
2004	3.3	-2.5	*	-1.4
2005	3.4	0.4	*	-1.5
2006	2.5	1.7	*	0.0
2007	4.1	2.1	*	-0.9
2008	0.1	2.9	*	0.5
2009	2.7	1.0	*	-1.1
2010	1.5	-0.9	2.2	-3.6
2011	3.0	-0.3	1.9	-2.3
2012	1.7	0.3	1.9	-0.8
2013	1.5	0.0	3.0	-2.0
2014	0.8	-2.1	1.8	-4.0
2015	0.7	0.7	2.2	0.0
2016	2.1	-2.8	0.9	-4.2
2017	2.1	-6.5	2.2	-10.2
2018	1.9	-2.4	0.0	-3.2
2019	2.3	1.6	6.9	-0.3

* Series not established until December 2009.

Note: Values report the percent change from December of the previous year through December of the year shown.

Source: Bureau of Labor Statistics.

Table 7.3 – Monthly Consumer Price Indices
(December 2009 = 100)

	All Goods and Services	Telephone Services	Land-line Telephone Services	Wireless Telephone Services
BLS Series ID	CUUR0000SA0	CUUR0000SEED	CUUR0000SEED04	CUUR0000SEED03
2016 January	109.71	97.73	114.60	87.77
February	109.80	97.13	115.14	86.86
March	110.27	97.08	114.90	86.88
April	110.80	97.10	114.88	86.90
May	111.25	96.69	114.88	86.39
June	111.62	96.56	114.23	86.42
July	111.43	96.33	114.02	86.20
August	111.53	96.42	114.71	86.10
September	111.80	95.25	113.78	84.92
October	111.94	94.89	113.78	84.46
November	111.76	94.84	114.42	84.20
December	111.80	94.87	114.84	84.12
2017 January	112.45	94.81	115.01	83.98
February	112.81	94.21	116.45	82.79
March	112.90	89.55	116.16	77.01
April	113.23	88.54	116.37	75.68
May	113.33	88.33	115.70	75.62
June	113.43	87.84	115.64	75.02
July	113.35	87.74	116.04	74.78
August	113.69	87.74	116.17	74.73
September	114.30	87.89	115.89	75.01
October	114.22	88.17	115.94	75.35
November	114.23	88.50	116.53	75.58
December	114.16	88.67	117.34	75.54
2018 January	114.78	88.56	117.47	75.39
February	115.30	88.24	117.67	74.98
March	115.56	88.21	116.73	75.16
April	116.02	88.19	116.52	75.18
May	116.50	88.32	116.81	75.26
June	116.50	88.36	117.12	75.24
July	116.70	88.48	117.79	75.24
August	116.76	88.13	117.50	74.90
September	116.90	88.21	117.94	74.90
October	117.10	88.03	116.67	74.97
November	116.71	86.63	117.06	73.29
December	116.34	86.54	117.32	73.13
2019 January	116.56	86.55	117.87	73.02
February	117.05	86.52	118.19	72.92
March	117.71	86.52	118.59	72.83
April	118.34	86.66	118.71	72.97
May	118.59	86.72	119.25	72.92
June	118.61	86.89	119.69	73.01
July	118.81	86.99	120.45	72.97
August	118.80	86.95	120.67	72.87
September	118.90	87.16	122.14	72.80
October	119.17	87.38	123.47	72.76
November	119.11	87.80	125.03	72.90
December	119.00	87.91	125.44	72.94
2020 January	119.46	88.14	127.49	72.93
February	119.79	88.03	127.92	72.77
March	119.53	88.03	128.00	72.76
April	118.73	88.23	129.07	72.83
May	118.73	88.22	128.52	72.88
June	119.38	88.10	128.17	72.80
July	119.98	90.72	128.04	75.45

Note: Series values for All Goods and Services are converted from the 1982-1984 base index series reported by the Bureau of Labor Statistics (BLS). Series values for Telephone Services and Wireless Telephone Services are converted from the December 1997 base index series reported by BLS. Series are not seasonally adjusted. Series may be referenced via the BLS website with the Series ID listed at the top of each column.

Source: Bureau of Labor Statistics.